

व्यवसाय शिक्षण व प्रशिक्षण संचालनालयात
सर्वकंष ई-प्रशासन प्रणाली विकसित करणे
तसेच सदर प्रणाली निश्चित करणेसाठी RFP
डॉक्युमेंटला प्रशासकीय मान्यता देणेबाबत.

महाराष्ट्र शासन

कौशल्य विकास व उद्योजकता विभाग,

शासन निर्णय क्रमांक : आयटीआय-२०१५/प्र.क्र. ६९/व्यशि-३,

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हुतात्मा राजगुरु चौक, मुंबई ४०० ०३२.

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- संदर्भ :** १) व्यवसाय शिक्षण व प्रशिक्षण संचालनालयाचे पत्र क्रमांक. २२/डीव्हीईटी/ई-गव्हर्नन्स/
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- २) व्यवसाय शिक्षण व प्रशिक्षण संचालनालयाचे पत्र क्रमांक. २२/डीव्हीईटी/ई-गव्हर्नन्स/
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- ३) शासन पत्र क्रमांक खरेदी-२८१४/प्र.क्र.१२४/व्यशि-३, दि. ०६.०२.२०१६
- ४) व्यवसाय शिक्षण व प्रशिक्षण संचालनालयाचे पत्र क्रमांक. २२/ई-गव्हर्नन्स/२०१६/
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प्रस्तावना: महाराष्ट्र शासन भारतात ई-प्रशासन व माहिती संगणक तंत्रज्ञानाचा पाया रचणाऱ्यापैकी एक अग्रगण्य राज्य असून, नागरीकांच्या गरजा आणि उत्तम प्रतिची सेवा पुरविणाऱ्या ई-प्रशासन बाबतचे कार्यक्रम राबविण्यात आघाडीवर आहे. आधिकाधिक पारदर्शकता आणि प्रशासन प्रक्रियेबाबतची माहिती मिळण्याची सुलभता या गोष्टींवर राज्याच्या ई-प्रशासनाचा मुख्य भर राहीला आहे. महाराष्ट्र शासनाने नागरीकांना विविध सेवा ऑन लाईन पद्धतीने शासकीय कार्यालयात न जाता त्यांच्या नजीकच्या ठिकाणी कमीत-कमी दरात पुरविण्यासाठी महाराष्ट्र शासनाचे ई-प्रशासन धोरण निश्चित केलेले आहेत. त्यानुसार महाराष्ट्र राज्यातील शैक्षणिक संस्थेत प्रशिक्षण घेत असलेल्या प्रशिक्षणार्थ्यांना व त्यांच्या पालकांना महाराष्ट्र शासनाच्या रोजगारासंबंधीत व प्रशिक्षणासंबंधीत अद्ययावत माहितीची जलद गतीने देवाण-घेवाण करण्यासाठी, माहिती तंत्रज्ञान विषयक सोयी-सुविधा प्रत्येक औद्योगिक प्रशिक्षण संस्थेत उपलब्ध करून देण्यासाठी व्यवसाय शिक्षण व प्रशिक्षण कटिबद्ध आहेत. तसेच औद्योगिक प्रशिक्षण संस्थेतील प्रशिक्षणार्थ्यांना व निदेशकांना व्यवसाय क्षेत्रातील अद्ययावत माहिती व राष्ट्रीय पातळीवरील अग्रगण्य औद्योगिक प्रशिक्षण संस्थेतील तज्ञ व्यक्तीचे मार्गदर्शन ऑनलाईन पद्धतीने ई-लर्निंगच्या माध्यमातून उपलब्ध करून देणे आवश्यक आहे.

माहिती तंत्रज्ञानाच्या माध्यमातून औद्योगिक प्रशिक्षण संस्थेमधील प्रशिक्षणार्थी - निदेशक, सर्व अधिकारी व कर्मचारी, उद्योग आस्थापना तसेच सामान्य जनतेस शासनाच्या सर्व सेवा माफक दरात प्रभावी, पारदर्शकरित्या व जलद गतीने देण्याची जबाबदारी व्यवसाय शिक्षण व प्रशिक्षण संचालनालयाची आहे. संचालनालयांतर्गत असलेल्या औद्योगिक प्रशिक्षण संस्था, व्यवसाय शिक्षण

संस्था, जिल्हा व्यवसाय शिक्षण व प्रशिक्षण अधिकारी कार्यालये, विभागीय कार्यालये यांच्यामध्ये विविध कामांची अंमलबजावणी करतांना एकसुत्रता, एकरूपता व सुसंगतपणा असणे गरजेचे आहे.

संचालनालयांतर्गत असलेल्या सर्व संस्थांच्या कामकाजाचे सर्वकष ई-प्रणाली विकसित करण्यासाठी संस्थेतील सर्व प्रकाराच्या दैनंदिन कामकाजाचा अभ्यासकरणे आवश्यक होते. त्याअनुषंगाने संचालनालयांतर्गत संस्था स्तरावर तसेच प्रशासकीय कार्यालयाच्या विविध स्तरावर अभ्यास असलेल्या अधिकाऱ्यांची संस्थेतील कामकाजानुसार गट तयार करून प्रत्येक गटप्रमुख व गटातील सदस्याची निवड करून प्रत्येक गटाने त्यांना वाटप केलेल्या विषयाचा सर्वकष अभ्यासकरून संपूर्ण कार्यभार पध्दतीचा BPR पध्दतीचा अहवाल सादर केलेला आहे. सदर BPR अहवालाचा संचालनालया स्तरावर अभ्यास करून संचालनालयातील अधिकारी व कर्मचारी यांचेशी संबंधीत असलेल्या विषयावर सखोल चर्चा करून तसेच संचालनालयामार्फत निर्गमित करण्यात आलेले विविध कार्यालयीन आदेश व परिपत्रकाचे संकलन करून संचालनालयस्तरावर, विभागीय स्तरावर, जिल्हास्तरावर, व संस्थास्तरावर शासनाने तसेच संचालनालयाने विकसित केलेल्या कार्यमापण प्रणालीचा आधार घेवून सर्वकष ई-प्रशासन प्रणाली तयार करण्यासाठी आवश्यक असणारी विषयनिहाय कार्यपध्दती निश्चित करून यासंबंधीचा प्रस्ताव शासनास संदर्भीय (१) येथील पत्रान्वये सादर करण्यात आला आहे.

सदर कार्यपध्दती विभागनिहाय निश्चित करून सर्वकष ई-प्रशासन प्रणालीसाठी आवश्यक कार्यप्रणाली तयार करून राज्यशासनाचे माहिती तंत्रज्ञान संचालनालय व कौशल्य विकास सोसायटी मार्फत निर्गमित केलेल्या RFP डॉक्युमेंटचा अभ्यास करून संचालनालयासाठी आवश्यक प्रणाली तयार करण्यासाठी RFP डॉक्युमेंट तयार करण्यात आलेले आहे. प्रस्तावित सर्वकष ई-प्रशासन प्रणालीची मुख्य ३ भागात विभागणी करण्यात आलेली असून सदर बाबींचा RFP डॉक्युमेंट मध्ये समावेश करण्यात आला आहे.

अ) संचालनालयाचे दैनंदिन, प्रशासनिक, शैक्षणिक, वित्तीय व लेखा बाबी हाताळण्यासाठी प्रणाली.

ब) प्रस्तावित प्रणाली सुस्थितीत सुरु करण्यासाठी आवश्यक कॉल सेन्टर सपोर्ट.

क) संचालनालयामार्फत उमेदवार यांच्याकडून अर्ज मागवून प्रवेश प्रक्रिया राबविणे, रिक्तपदावर नियुक्ती करणे, अशासकीय संस्थेकडून नवीन तुकड्या व तुकडीवाढ करण्यासाठी अर्ज मागविणे आणि प्रवेशित प्रशिक्षणार्थ्यांकडून डिजीईटीच्या व संचालनालयाच्या नियमानुसार परिक्षेसाठी अर्ज मागविणे.

संचालनालयाने शासनास सादर केलेल्या ई-प्रशासन प्रणाली विकसित करणे व सदर प्रणाली विकसित करण्यासाठी RFP डॉक्युमेंटला प्रशासकीय मान्यता देण्याची बाब शासनाच्या विचाराधिन होती.

शासन निर्णय : प्रस्तावनेत नमुद केलेल्या वस्तुस्थितीचा साकल्याने विचार व्यवसाय शिक्षण व प्रशिक्षण संचालनालयात सर्वकंष ई-प्रशासन प्रणाली निश्चित करणे तसेच त्यासाठी RFP (Request of Proposal) डॉक्युमेंटला प्रशासकीय मान्यता देण्यासाठी दिनांक ०२.०२.२०१६ रोजी झालेल्या प्रकल्प अंमलबजावणी समितीच्या बैठकीत काही बदलांसह संदर्भीय (३) येथील पत्रान्वये मान्यता देण्यात आली आहे. या समितीने दिलेल्या मान्यतेनुसार संचालनालयाने संदर्भीय (४) येथील पत्रान्वये सादर केलेले RFP (Request of Proposal) या जापनासोबत **सहपत्र-“अ”** म्हणून जोडण्यात आली आहेत. **सहपत्र “अ”** मधील RFP डॉक्युमेंट (Request of Proposal) विचारात घेऊन संचालनालयाने प्रस्तावित केल्यानुसार ई-प्रशासन प्रणाली विकसित करण्यासाठी अपेक्षित आवर्ती रुपये ५५.०० लक्ष तसेच अनावर्ती रुपये ४४५.०० लक्ष अशा एकूण रुपये ५००.०० लक्ष एवढ्या रक्कमेच्या प्रस्तावास खालील अटीच्या अधीन राहून प्रशासकीय मान्यता देण्यात येत आहे.

२. अटी-

१. सदर खरेदी प्रक्रियेवेळी आवश्यक तेथे उद्योग, ऊर्जा व कामगार विभागाच्या क्रमांक: भांखस २०१४/ प्र.क्र.८२/ भाग-III/उद्योग-४, दि. ३०.१०.२०१५ रोजीच्या शासन निर्णयातील विहित कार्यपद्धती, Manual of office procedure for purchase of stores by the Govt. departments याद्वारे विहित कार्यपद्धती, शासनाच्या माहिती व तंत्रज्ञान विभागाने या संबंधी निर्गमित केलेले आदेश तसेच खरेदी संदर्भात शासनाने वेळोवेळी विहित केलेली कार्यपद्धती व नियमांचे आणि इतर सर्वसाधारण निर्देशांचे काटेकोर अनुपालन करण्यांत यावे. यामध्ये कोणतीही अनियमितता अढळल्यास त्याची जबाबदारी संचालक (प्रशिक्षण), प्रादेशिक कार्यालये प्रमुख तसेच संबंधित संस्था प्रमुख यांची राहिल.
२. सदर प्रणाली खरेदी करण्यासाठी संचालनालय स्तरावर तांत्रिक समिती गठीत करावी.
३. सदर ई-प्रशासन प्रणाली व्यवसाय शिक्षण व प्रशिक्षण संचालनालयांतर्गत असलेल्या सर्व शासकीय औद्योगिक प्रशिक्षण संस्था, खाजगी औद्योगिक प्रशिक्षण संस्था, शासकीय तांत्रिक विद्यालय, अशासकीय अनुदानित तांत्रिक संस्था तसेच अशासकीय विनाअनुदानित व्यवसाय शिक्षण संस्था व इतर संस्थांना लागू राहिल.
४. खरेदी करण्यात येणारी आवश्यक सेवा किंवा यंत्रसामुग्री ही विहित मानकानुसार गैरवाजवी (अधिक्य) होणार नाही याची दक्षता घेण्यात यावी.
५. सदर शासन जापनासोबत जोडलेल्या **सहपत्र “अ”** मधील Specifications व RFP डॉक्युमेंटमध्ये नमूद अटी व शर्तीनुसारच खरेदीची कार्यवाही करावी.
६. प्रस्तुत बाबींच्या खरेदीसाठी आवश्यक असलेला निधी वितरीत करून घेणे, आंहीरीत करणे व सदर निधीचे संवितरण याबाबत नियमानुसार तसेच शासनाने वेळोवेळी निर्गमित केलेल्या आदेश/सुचनांनुसार आवश्यक कार्यवाही संचालनालय स्तरावरून करण्यात यावी.
७. खरेदी करण्यात येणाऱ्या ई-प्रशासन प्रणालीच्या सर्व मॉड्यूलसची प्रत्यक्ष खरेदी करण्यापूर्वी तपासणी करून सदर तपासणीत ती योग्य असल्याचे प्रमाणपत्र संचालनालय स्तरावरील तांत्रिक समितीकडून प्राप्त करून घेण्यात यावे.

८. सदर ई- प्रशासन प्रणाली तांत्रिक विनिर्दिष्टांप्रमाणे आहे असे तांत्रिक समितीचे प्रमाणपत्र घेण्यात यावे व ते योग्य असल्याचे प्रमाणपत्र प्राप्त झाल्याशिवाय संबंधितांना देयक अदा करण्यात येवू नये.
९. सदर प्रणाली यशस्वीरित्या राबविण्यासाठी शासकीय, अशासकीय अनुदानित तसेच विना अनुदानित संस्थाप्रमुखांनी अद्ययावत माहिती नियमितपणे Update करणे आवश्यक असल्याने संस्था प्रमुखांनी प्रणालीवरील माहिती अद्ययावत केल्याशिवाय त्यांना शासनाचे अनुदान इत्यादी देण्यात येणार नाही, याची संचालक (प्रशिक्षण) तसेच संचालक (व्यवसाय शिक्षण) यांनी दक्षता घ्यावी.
१०. प्रस्तुत खरेदीसाठी आवश्यक असलेला निधी वितरीत करून घेणे, आंहीत करणे व सदर निधीचे संवितरण याबाबत नियमानुसार तसेच शासनाने वेळोवेळी निर्गमित केलेल्या आदेश/ सुचनांनुसार आवश्यक कार्यवाही संचालनालय स्तरावरून करण्यात यावी. या अनुषंगाने वित्त विभाग परिपत्रक क्र. अंदाज-२०१४/प्र.क्र. ११०/अर्थ-३, दि. ०१/०७/२०१४ अन्वये वित्त विभागाने दिलेल्या सुचनांचे पालन करून त्यानुसार पुढील प्रक्रिया करण्याची जबाबदारी संचालक (प्रशिक्षण) यांची राहिल.
११. जर प्रस्तुत ई-प्रशासन प्रणाली खरेदी संदर्भात लेखा आक्षेप आल्यास त्याची संपूर्ण जबाबदारी ही खरेदी प्रस्तावित करणाऱ्या अधिकाऱ्याची राहिल.
१२. सदर खरेदी ही संचालनालय स्तरावरून करण्यात येणार असल्याने संचालक (प्रशिक्षण), व्यवसाय शिक्षण व प्रशिक्षण संचालनालय, मुंबई हे आहरण व संवितरण अधिकारी म्हणून काम पाहतील.
१३. ज्या कामासाठी निधी उपलब्ध करून देण्यात येईल, त्याच कामासाठी निधी खर्च करण्याची दक्षता संचालक (प्रशिक्षण) यांनी घ्यावी.
१४. प्रस्तुत प्रस्तावांतर्गत दर्शविण्यात आलेला खर्च हा अंदाजित असून निविदाकारांकडून निविदा अंतिम झाल्यानंतरच प्रत्यक्ष खर्च निश्चित होणार असल्याने प्रत्यक्ष खर्चाच्या प्रस्तावास शासनाची पूर्वमान्यता घेणे आवश्यक राहिल. शासनाची पूर्व मान्यता घेतल्याखेरीज कोणताही खर्च होणार नाही याची दक्षता संचालक (प्रशिक्षण) यांनी घ्यावी.
१५. या प्रस्तुत ई-प्रशासन प्रणालीसंदर्भातील अनुपालन अहवाल शासनास सादर करावा.
३. या बाबींवरील खर्च,
मागणी क्रमांक: झेडए-१, २२३०, कामगार व सेवायोजन,
०३, प्रशिक्षण,
००३, कारागीर व पर्यवेक्षक यांचे प्रशिक्षण
(०२) कारागिरांचे तांत्रिक व व्यावसायिक प्रशिक्षण
(०२) (५) व्यवसाय शिक्षण व प्रशिक्षण संचालनालयाचे बळकटीकरण करणे

(माहिती प्रणाली व्यवस्थापन) (२२३० ए१७४)

या लेखाशिर्षाखाली उपलब्ध होणाऱ्या वित्तीय तरतूदीमधून भागविण्याबाबत नियमानुसार आवश्यक कार्यवाही करण्याची जबाबदारी संचालक (प्रशिक्षण), व्यवसाय शिक्षण व प्रशिक्षण संचालनालय, मुंबई यांची राहिल.

४. सदर जापन नियोजन विभागाच्या अनौपचारिक संदर्भ क्र. ६५/१४७१, दिनांक २०.०२.२०१६ अन्वये दिलेल्या सहमतीस अनुसरून तसेच वित्त विभाग, शासन निर्णय क्रमांक : विअप्र-१०.०८/प्र.क्र.७०/२००८/विनियम, दिनांक १७.०४.२०१५ च्या शासन निर्णयातील वित्तीय अधिकार नियम १९७८, भाग पहिला, उपविभाग-तीन मधील अ.क्र. ४, परिच्छेद क्र. २७ (२) अन्वये प्रशासकीय विभागास प्राप्त अधिकारानुसार निर्गमित करण्यात येत आहेत. सदर नियमातील तरतूदींचे काटेकोरपणे पालन करण्यात यावे.

शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संकेतांक २०१६०३२२१३२२४२३३०३ असा आहे. हा आदेश डिजीटल स्वाक्षरीने साक्षांकित करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

(विवेक मा. पाटील)

अवर सचिव, महाराष्ट्र शासन.

प्रति,

- १) मा. अपर मुख्य सचिव, नियोजन विभाग, मंत्रालय, मुंबई.
- २) मा. मुख्यमंत्री यांचे प्रधान सचिव, मुख्यमंत्री सचिवालय, मंत्रालय, मुंबई.
- ३) प्रधान सचिव (माहिती तंत्रज्ञान), सामान्य प्रशासन विभाग, मंत्रालय, मुंबई.
- ४) मा. राज्यमंत्री, कौशल्य विकास व उद्योजकता यांचे खाजगी सचिव, मंत्रालय, मुंबई.
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- ८) सहसचिव (व्यशि), कौशल्य विकास व उद्योजकता यांचे स्वीय सहायक, मंत्रालय, मुंबई.
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- १०) सर्व सहसंचालक, व्यवसाय शिक्षण व प्रशिक्षण प्रादेशिक कार्यालय (संचालनालयामार्फत)
- ११) सर्व जिल्हा व्यवसाय शिक्षण व प्रशिक्षण अधिकारी (संचालनालयामार्फत)

- १२) सर्व संबंधित प्राचार्य, शासकीय औद्योगिक प्रशिक्षण संस्था (संचालनालयामार्फत)
- १३) सर्व संबंधित प्राचार्य, खाजगी औद्योगिक प्रशिक्षण केंद्र (संचालनालयामार्फत)
- १४) सर्व संबंधित मुख्याध्यापक, शासकीय तांत्रिक विद्यालय (संचालनालयामार्फत)
- १५) सर्व संबंधित मुख्याध्यापक, अशासकीय अनुदानित तांत्रिक विद्यालय (संचालनालयामार्फत)
- १६) सर्व संबंधित मुख्याध्यापक, अशासकीय विनाअनुदानित तांत्रिक विद्यालय (संचालनालयामार्फत)
- १७) कक्ष अधिकारी, (व्यशि-४/रोस्वरो-२) कौशल्य विकास व उद्योजकता विभाग, मंत्रालय, मुंबई
- १८) निवड नस्ती (व्यशि-३), कौशल्य विकास व उद्योजकता विभाग, मंत्रालय, मुंबई.

request for proposal

For Design, Development, Implementation & Integration of
Web Based Governance System and
Deployment, Operation & Management of Delivery Services of
Directorate of Vocational Education & Training, Maharashtra State



Directorate of Vocational Education & Training, Maharashtra State

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ABBREVIATIONS & ACRONYMS

AMC	Annual Maintenance Contract
AR	Additional Requirements
BW	Bandwidth
CAA	Critical Assumption Analysis
CERT	Computer Emergency Response Team
CMS	Content Management System
CMM	Capability Maturity Model
CTS	Craftsman's Training Scheme
CQCCBS	Combined Quality Cum Cost Base Selection
DBA	Database Administrator
DC	Data Centre
DD	Demand Draft issued by a Scheduled Bank
DGET	Directorate General Employment & Training
DIT	Directorate of Information Technology, GOM
DMZ	De Militarized Zone
DPR	Detailed Project Report
DR	Data Recovery
DVET	Directorate of Vocational Education & Training
EMD	Earnest Money Deposit
ETS	Education and Technology Services
FAQ	Frequently Asked Questions
FTP	File Transfer Protocol
GB	Gigabyte
GOI	Government of India
GOM	Government of Maharashtra
Govt.	Government
GTH	Government Technical High school
HDD	Hard Disk Drive
HTML	Hypertext markup Language

Http	Hypertext Transfer Protocol
iCISA	International Centre for Information Systems and Audit
ICT	Information and Communication Technology
IP	Internet Protocol
IT	Information Technology
ITeS	IT enabled Services
ITI	Industrial Training Institute
KB	Kilobyte
LAN	Local Area Network
LMIS	Labor Market Information System
MAC	Media Access Control
MES	Modular Employable Scheme of GOI
MHz	Megahertz
MIS	Management Information System
NeGP	National e - Governance Plan
NFR	Non Functional Requirements
NGO	Non-Government Organization
NGT	Nominal Group Technique
NIC	National Informatics Centre
NICNET	National Informatics Centre Network
NICSI	National Informatics Centre Services Inc.
NSDC	National SkillDevelopment Corporation
PC	Personal Computer
PHP	Hypertext Processor
PIR	Project Inception Report
PPP	Public Private Partnership
PSU	Public Sector Undertaking
RDBMS	Relational Database Management System
RFP	Request for Proposal
RTI	Right To Information
SAN	Storage Area Network
SDC	State Data Centre

SDRAM	Synchronous Dynamic Random Access Memory
SEI	Software Engineering Institute
SI	System Integrator
SLA	Service Level Agreement
SMS	Short Messaging Service
SOA	Service Oriented Architecture
SOP	Standard Operating Procedure
SQL	Structured Query Language
SRS	System Requirement Specifications
STQC	Standardization Testing and Quality Certification
SWAN	State Wide Area network
TB	Terabyte
UAT	User Acceptance Test
UPS	Uninterrupted Power Supply
URL	Universal Resource Locator
USR	Upgraded Server Room
VLAN	Virtual Local Area Network
VMM	Virtual Machine Monitor
VPN	Virtual Private Network
VTP	Vocational Training Provider
WAN	Wide Area Network
WBGS	Web based Governance System

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CHAPTER 1: INFORMATION AND INSTRUCTIONS TO BIDDERS

1.1 Definitions:

Sr. No.	Term	Definition
1	Online Bid	A comprehensive proposal comprising Technical and Commercial Bids, as prescribed in this online RFP document, submitted on line in response to this online RFP document published by DVET.
2	Bidder	A company or group of companies which submits the bid online
3	Company	A business entity registered as company under Indian Companies Act, 1956
4	Consortium	A group of companies submitting the online bid jointly
5	Consortium Member	A company submitting a consent letter to be part of the consortium and an authority letter in favour of the prime bidder
6	Prime Bidder	The company which takes the lead role in the consortium while submitting online bid document and submits authority letters from each of the consortium members to be primarily responsible for the performance of the consortium with regard to the agreement signed with DVET.
7	Sole Bidder	A single company which submits the online bid
8	Selected Bidder	The Bidder finally selected after completion of the bid evaluation process to execute the project as per the scope of work prescribed by DVET.

1.2 Issuer:

The Directorate of Vocational Education & Training, Maharashtra State, invites IT companies to respond to this Request for Proposal (RFP) document by submitting their technical and commercial proposals on line for design, development, implementation & integration of a comprehensive web based governance system and providing & managing web based delivery of services of Directorate in accordance with the conditions and manner prescribed in this RFP document.

1.3 Purpose:

This RFP seeks the services of IT company (ies) to undertake requirement analysis, design, develop, test and implement a web based governance system including carrying out service operations and maintenance support services in post Go-Live phase. This document provides information related to the broad requirements enabling the interested IT firms to respond to this RFP. The proposal shall outline the architecture best suited for prescribed requirement, technologies proposed & the reasons for proposing the same, infrastructure required in terms of hardware and related facilities in

detail. A detailed architecture shall be submitted covering aspects such as the server requirements like database servers, storage requirements, application servers, networking components etc. and shall also include acceptance and testing requirements of the hardware/software and cover training, documentation and security requirements. Bidder must also provide details of the Data Centre where the Web-portal will be hosted.

1.4 Designated Nodal Officer of DVET:

For the purpose of addressing all the queries related to this RFP, following has been designated as the nodal officer of DVET:

The Joint Director
The Directorate of Vocational Education & Training,
3, Mahapalika Marg, Opp. Metro Cinema,
Mumbai – 400001
Phone: 022-22621008
E-Mail: jtdir2@dvnet.maharashtra.gov.in

1.5 Availability & Cost of RFP:

The online RFP Document shall be available on <http://mahatenders.gov.in> portal and must be downloaded only after payment of INR 10,000.00 (INR Ten Thousand Only) towards the cost of the RFP through a Demand Draft (DD) drawn on any scheduled bank in favour of 'Directorate of Vocational Education & Training 'payable at 'Mumbai 'on or before the date of downloading the online RFP document. Scanned copy of the DD shall be attached with the online bid. However, the original DD must physically reach the office of the designated nodal officer of DVET at least a day before the last date of submission of the online bid.

1.6 Pre-Qualification Criteria

Criteria No.	Criteria Description	Documents Required
1	The Sole Bidder or Prime Bidder must be a company registered since last five years as on 31 st March, 2015 or Central/State Government Organisation or Undertaking.	Attested copy of the Company registration certificate issued by Registrar of Companies
2	The Sole Bidder or Prime Bidder and each of its consortium members must have been in the business of developing/providing IT/ICT/ITeS Products/Services for at least three years as on 31 st July, 2015.	Work Order/ Certificate/ Acknowledgement from its existing/previous client(s) clearly showing satisfactory continuance/completion of IT/ICT/ITeS project(s)
3	The Sole Bidder or Prime Bidder must have an annual average turnover of Rs. 25 Crores during the last three financial years ending on 31 st March 2015 i.e. 2012-13 or	Audited Balance sheet for the relevant year and certificate from the chartered accountant showing turnover exclusively from IT/ICT/ITeS Products/Services

	2013-14 or 2014-15 exclusively from the business of developing/providing IT/ICT/ITeS Products/Services	
4	The Sole Bidder or Prime Bidder must have successfully designed, developed and implemented at least one (1) Web-Based Application project in last three (3) years of the order value not less than Rs. 1 Crore for any department/agency/PSU of government as on 31st March, 2015 in India.	Work Order/ Certificate/Payment Documents from its clients clearly showing project cost and satisfactory completion of the web based application project.
5	The Sole Bidder or Prime Bidder must be at least a certified ISO9001:ISO27001 company or SEI CMMi level 3 at the time of the submission of the bid.	Copy of the certificate issued by the competent authority
6	The Sole Bidder or Prime Bidder and each of its consortium members must not have been blacklisted by any government department/ agency/ PSU at the time of submission of the RFP	Affidavit on a non-judicial stamp paper of Rs 100 as per Annexure 2 Form 2.5

1.7 Complete Response

- 1.7.1 Bidders are advised to study all instructions, forms, terms, project requirements, documents and other information prescribed in this RFP document carefully. Online Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 1.7.2 The response to this RFP must be complete in respect of submission of information strictly in accordance with the formats prescribed in the RFP document as well as online submission of all documents prescribed in the RFP document.
- 1.7.3 Failure to furnish any information required by the RFP document or non-submission of supporting documents prescribed in RFP document or any deviation from the format for submission of technical and commercial proposals prescribed in the RFP document or material deficiencies in complying with requirements of the RFP document shall make the Bid non responsive and shall be liable to be rejected.
- 1.7.4 All documents submitted online in response to the RFP shall be only in English language and be legible.

1.8 Bid Preparation Costs

- 1.8.1 The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other due diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DVET to facilitate the evaluation process, and in negotiating a definitive Agreement or any other activity related to the bid process. DVET will in no case be responsible or liable for any such cost, regardless of the conduct or outcome of the online bidding process.
- 1.8.2 DVET shall not entertain any request for reimbursement of any cost incurred by the bidder in connection with bid process including signing of final contract under any circumstances.

1.9 Authorised Representative of the Bidder

All communication with regard to the RFP document, signing of the bid including the prescribed documents, submission of the bid and signing of the contract with DVET shall be done only by the authorized representative of the Sole / Prime Bidder. An authority letter / copy of board resolution issued by appropriate authority should be enclosed with the online bid at appropriate spaces.

1.10 Bid Clarification

- 1.10.1 All communications seeking any clarifications related to this online RFP must be sent by mail in the format prescribed in Annexure - 4, addressed to designated nodal officer of DVET as specified in this RFP document, along with scanned copy of the DD towards cost of the RFP document as well as scanned copy of the authority letter by the sole or prime bidder.
- 1.10.2 All such request for clarification shall be entertained only when sent by the authorized representative of the sole or prime bidder as prescribed in Clause 1.9 above and such request complies with provisions of Clause 1.10.1 above.
- 1.10.3 No Telephone calls and personal visits will be entertained.
- 1.10.4 Under no circumstances, DVET shall be responsible for non-receipt of request for clarification sent by a bidder.
- 1.10.5 DVET will endeavor to provide a full, complete, accurate, and timely response to all questions. However, DVET will not be under any obligation to answer all the queries that have been posed by the bidders. The responses to the queries from a bidder will be sent to all who have purchased the RFP document and published on <http://mahatenders.gov.in>.
- 1.10.6 No request for clarification from any bidder shall be entertained after 1500 hrs. on _____, 2016.

1.11 Pre-Bid Conference

- 1.11.1 DVET will host a Pre-Bid Conference, tentatively scheduled to occur on _____, 2016 at 11:00 Hrs at Directorate of Vocational Education & Training, 5th Floor, 3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001.

- 1.11.1 Only two representatives with due authorization from each prospective bidder shall be allowed to participate in the Pre-Bid conference after submission of the DD of INR 10,000.00 (INR Ten Thousand Only) towards the cost of the RFP document.
- 1.11.2 The purpose of the conference is to provide the prospective bidders with information regarding the business process of DVET, the RFP and the Project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

1.12 Amendment of RFP Document:

- 1.12.1 At any time prior to the last date for receipt of bids, DVET, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- 1.12.2 The notices & amendments, if any, will be sent to all prospective bidders who have furnished the DD towards the cost of the RFP document and also published on <http://mahatenders.gov.in>.
- 1.12.3 DVET may issue supplements to this RFP to all purchasers of the RFP document before the last date of receipt of bids, if it decides to modify this RFP or to issue any additional information related to this RFP. Any such modification/supplement shall be deemed to have been duly incorporated by this reference into the existing RFP or shall, as the case may be, substitute the existing RFP.
- 1.12.4 In order to provide prospective Bidders reasonable time in which to take the amendment or the supplements into account in preparing their bids, DVET may, at its discretion, extend the last date for the online submission of the bid. DVET may, in exceptional circumstances and at its own discretion, extend the last date for online submission of bids. All such changes shall be duly published in the newspaper before the last date of receipt of bids of the bid or the extended last date of the receipt of bids, as the case may be. Purchasers of the RFP document shall also be intimated of such changes by e-mail subject to availability of bidders' e-mail id with DVET.

1.13 DVET's right to terminate the RFP process:

- 1.13.1 DVET may terminate this RFP process at any time and without assigning any reason.
- 1.13.2 DVET makes no commitments, express or implied, that this RFP process will result in a business transaction with anyone.
- 1.13.3 This RFP does not constitute an offer by DVET. The bidder's participation in this process may result in DVET selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by DVET to execute a contract or to continue negotiations. DVET may terminate negotiations at any time without assigning any reason.

1.14 Earnest Money Deposit (EMD):

- 1.14.1 Every bidder shall deposit an EMD amount to be paid in the form of Demand Draft for INR 2,00,000/- (INR Two Lakhs Only) drawn on any scheduled bank in favour of “Directorate of Vocational Education & Training” payable at “Mumbai”.
- 1.14.2 No interest will be payable to the Bidder on the amount of the EMD.
- 1.14.3 The EMD of unselected bidder will be returned as promptly as possible, but not later than 30 days after the award of the contract to the selected bidder.
- 1.14.4 The EMD shall be forfeited:
- (i) If a Bidder withdraws his bid or increases his quoted prices during the bid validity period as prescribed in the RFP document or its extended period, as the case may be; or
 - (ii) In the case of a selected bidder, if the Bidder fails to sign the Contract or fails to furnish Performance Bank Guarantee in accordance with the format given in the RFP within the stipulated timeframe prescribed in the RFP document.
- 1.14.5 The EMD envelope shall be opened before the opening of the technical proposal.
- 1.14.6 Bid submitted without EMD or of inadequate amount or not in the manner prescribed in Clause 1.14.1 above shall be rejected.

1.15 Bid Details:

- 1.15.1 A complete bid shall comprise “Technical bid” and “Commercial bid” prepared strictly in the format and in the manner prescribed in this RFP document.
- 1.15.2 **Technical Bid:** Technical bid shall comprise the following:
- (a) Demand Draft for the amount paid for the cost of RFP document (As prescribed in Clause 1.5 in the RFP document).
 - (b) Demand Draft for the EMD amount (As prescribed in Clause 1.14 in the RFP document).
 - (c) Authority letter in favour of authorized signatory by the Sole / Prime Bidder (As prescribed in Clause 1.9 in the RFP document).
 - (d) Consent letter in favour of Prime bidder by each of the consortium members, in case the bid is being submitted by a consortium.
 - (e) **Form 1.1:** Overall Covering Letter
 - (f) **Form 1.2:** Technical Bid Checklist
 - (g) All supporting documents prescribed in Clause 1.6 of the RFP document duly numbered and signed by the authorized representative.
 - (h) The technical proposal as prescribed in **Annexure - 2** of the RFP document in following chronological order:
 - (i) **Form 2.1:** Technical Proposal Covering Letter
 - (ii) **Form 2.2:** Organizational Details
 - (iii) **Form 2.3:** Organization Project Experience
 - (iv) **Form 2.4:** Affirmative Statement for Conflict of Interest
 - (v) **Form 2.5:** Format for Self-Declaration for not being blacklisted
 - (vi) **Form 2.6:** Team Composition
 - (vii) **Form 2.7:** Description of the approach and methodology for the project

- (viii) **Form 2.8:** Detailed Work plan for performing the assignment
- (ix) **Form 2.9:** Unpriced Bill of Material (BOM) for System Software, Third Party Software, hardware and network equipment's etc. required as per bidders' proposed solution.

1.15.3 Commercial Bid: The commercial bid shall comprise the following as prescribed in **Annexure 3** of the RFP document:

- (i) **Form 3.1:** Commercial Bid Cover Letter.
- (ii) **Form 3.2:** Commercial Bid.
- (iii) **Form 3.3:** Component wise Bill of Material (BOM)
- (iv) **Form 3.4:** Overall Bill of Material.

1.16 Bid Document Compilation:

- 1.16.1 The Technical Bid documents shall be compiled in chronological order, as prescribed in Clause 1.15.2 above.
- 1.16.2 The Commercial Bid documents shall be compiled in chronological order, as prescribed in clause 1.15.3
- 1.16.3 The Bids shall be prepared in indelible ink and shall be legible and shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the bidder itself. All such over writings or corrections must be duly initialled by the authorized signatory.

1.17 Bid Packaging and Markings:

- 1.17.1 **Online Technical Bid: "Technical Bid for Web based Governance System"** indicating full details and address of the sole/prime bidder and containing all the documents prescribed in Clause 1.15.2 and duly signed by the authorized signatory shall be submitted online in the order prescribed in Clause 1.16.1.
- 1.17.2 **Online Commercial Bid: "Commercial Bid for Web based Governance System"** indicating full details and address of the sole/prime bidder and containing all the documents prescribed in Clause 1.15.3 and duly signed by the authorized signatory shall be submitted online in the order prescribed in Clause 1.16.2.

1.18 Instructions for Technical Bid Preparation:

- 1.18.1 The technical proposal should address the following at the minimum:
 - (a) Overview of Proposed Solution that meets the requirements specified in the RFP.
 - (b) Overall architecture.
 - (c) Technical architecture.
 - (d) Security architecture.
 - (e) Network architecture.
 - (f) Scalability & Performance Requirements.
 - (g) Availability.
 - (h) Operational environment.
 - (i) Implementation methodology, project plan and implementation schedule showing clear understanding of the outcome requirement of DVET.

- (j) Project team structure, size and capability.
- (k) Post Implementation Support Strategy.
- (l) Training and Education model for deployment of the project.
- (m) Quality assurance/process.
- (n) Key Deliverables (along with example of deliverables as per the scope of work prescribed).
- (o) Unpriced Bill of material of all the components (e.g. software, hardware networking, third party software etc. required to run the proposed solution).

1.18.2 The bidder must address the following in their project development & implementation strategy:

- (a) A detailed Project schedule and milestone chart.
- (b) Approach and Methodology of design, development and management of the Web Based system.
- (c) Key implementation objectives, key deliverables and an implementation schedule for the same.
- (d) Project Management tools proposed to be used for project.
- (e) Bidder's plan to address the key challenges of the project.

1.18.3 The technical Bid should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP.

1.18.4 The technical Bid shall not contain any pricing information.

1.18.5 The bidder must provide bill of materials for the proposed solution as part of technical bid without price quote.

1.18.6 Bidders are required to provide in their proposals, details and sizing estimates of hardware required for proposed solution considering Performance, High Availability and Business Continuity Planning at DC and DR. The hardware and network equipment's should be planned keeping in mind the application and data requirements for a period of at least five years. The hardware and networking equipment's face technological obsolescence and thus proper planning is very critical.

1.18.7 Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. DVET will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.

1.18.8 **Overly elaborate proposals:** Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. DVET's interest is in the quality and responsiveness of the proposal.

1.18.9 **Protection from obsolescence:** The Application Software solution provided should protect DVET from technical obsolescence and high technology turnover rates. Bidders should explain how they have adopted the standards and must describe how these standards are effective now and how they will position DVET to inter-operate with future technologies.

1.18.10 Manpower deployment:

- (a) Selected bidder must submit resumes of the personnel who would be employed for this project. Any change in the personnel on the project will require the prior approval of DVET.
- (b) If for any reason beyond the reasonable control of the selected bidder, it becomes necessary to replace any of the personnel, the selected bidder shall forthwith provide as a replacement of a person of equivalent or better qualification. The replacement shall be done in a smooth manner and shall have no impact on agreed project schedule.

1.19 Instructions for Commercial Bid Preparation:

- 1.19.1 The commercial bid comprises of **three distinct components**. Price quoted for **Component I** shall be strictly confined to the scope of work prescribed for designing, developing and implementing web based application software system for internal functional requirements of DVET and maintaining the system for 30 months after the date of go-live of Component I. Price quoted for **Component II** shall be strictly confined to establishing and operating a 2 seat call center under the supervision of a DVET functionary for 12 months after the date of go-live of **Component III**. Price quoted for Component III shall be in the form of fees charged from each stakeholder for registration on DVET portal and availing of on line services provided by DVET as per scope of work for a period of 5 years as prescribed under this RFP.
- 1.19.2 Unless expressly indicated, bidder shall not include any technical information regarding the services in the commercial Bid.
- 1.19.3 Prices shall be quoted entirely in Indian Rupees (INR).
- 1.19.4 No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- 1.19.5 The Contract price for Component I & II shall be the only payment, payable by DVET to the selected bidder for completion of the contractual obligations under the Contract, subject to the terms of payment specified in the contract. The fees proposed by the bidder for Component III shall be collected by the bidder on line and shared in the manner prescribed in the contract agreement.
- 1.19.6 The Bidder must provide price strictly in the format prescribed in this RFP keeping in mind Performance, High Availability & Business continuity Planning (BCP).
- 1.19.7 The price should be quoted inclusive of all taxes, duties, and charges and levies as applicable.
- 1.19.8 The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project.

- 1.19.9 DVET reserves the right, to provide extension to the selected bidder for support and maintenance after the expiry of the contract period of 60 months at the rates mentioned in the financial Bid.
- 1.19.10 Discount, if any, must be merged with the quoted prices and not indicated separately. Any discount offered separately shall not be taken into account for evaluation purpose.

1.20 Correction of Error

- 1.20.1 Bidders are advised to exercise adequate care in quoting the prices. No corrections in the quoted prices shall be entertained after the online submission of the bid.
- 1.20.2 All corrections made in any of the documents should be initialed by the authorized representative of the bidder before online submission. Corrections not duly initialed may jeopardize the prospect of a bidder.
- 1.20.3 Arithmetic errors in commercial proposals will be corrected as follows:
- 1.20.4 In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- 1.20.5 If the effect of taking the price quoted in words results in to increasing the Total Quoted cost, the lowest total quoted cost shall be considered as binding.
- 1.20.6 Non-Responsive Bids: The bid shall be declared as Non-Responsive in any of the following cases:
- (a) Bid not fulfilling Pre-Qualification Criteria.
 - (b) Bid not submitted in accordance with the requirement of this RFP document.
 - (c) Bid not submitted along with requisite cost of RFP document as prescribed in RFP document.
 - (d) Bid not submitted along with requisite EMD as prescribed in RFP document.
 - (e) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
 - (f) Bid is received in incomplete form or is illegible in whole or part.
 - (g) Bid is not submitted online and within due date and time.
 - (h) Bid is not accompanied by all requisite documents.
 - (i) Bid packaging not in conformance as prescribed in this RFP document. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
 - (j) Bids that appear to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the Project or documents are illegible to a naked eye.

- (k) Commercial Bid submitted with an adjustable price quotation or with bidders own conditions.
- (l) Commercial Bid is not as per requirement and format prescribed in the RFP document.
- (m) In case any one party submits multiple Bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional Bids/bidders are withdrawn upon notice immediately.
- (n) Any deviations in the final deliverables between technical and commercial bid shall make the proposal as being unresponsive.

1.21 Disqualification of Bids:

1.21.1 The bids which are declared as Non-Responsive shall be disqualified.

1.21.2 Bidders may specifically note that while evaluating the proposals, if it comes to DVET's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a period specified by DVET from participation in any of the tenders floated by DVET. DVET may take appropriate legal action in such cases.

1.22 General Conditions:

1.22.1 This RFP does not commit DVET to enter into an agreement or similar undertaking with the bidder or any other organization and DVET shall have the right to reject or accept any proposal or offer, or any part thereof (e.g., any component of any proposed Project) for any reason whatsoever.

1.22.2 In case of any ambiguity in the interpretation of any of the clauses in the RFP document, the interpretation of the clauses by Authorized Representative of DVET shall be final and binding on all parties.

1.22.3 DVET reserves the right to enter into relationships with more than one bidder; can choose not to proceed with any bidder with respect to one or more categories of services/requirements outlined in this RFP; and can choose to suspend the project or to issue a new RFP for this project that would supersede and replace this one.

1.22.4 DVET is not restricted in its rights to use or disclose any or all of the information contained in the proposal, and can do so without compensation to the bidder.

1.22.5 DVET shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

1.22.6 All data collected, created, processed and stored anywhere during development or implementation of the project as a result of award of this contract shall be the sole property of DVET.

- 1.22.7 The application software and any related work product, whether acceptable or unacceptable, developed under **Component I & II of the** contract awarded as a result of this RFP shall be the sole property of DVET and selected bidder shall hand over the same as per pre-determined exit plan after expiry of 54 months of the maintenance and support unless stated otherwise anywhere in this RFP or in the contract.
- 1.22.8 No oral conversations or agreements with any official, agent, or employee of DVET shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of DVET shall be superseded by the definitive agreement that results from this RFP process. Oral communications by DVET to bidders shall not be considered binding on DVET, nor shall any written materials provided by any person other than DVET. DVET, however, may request the selected bidder to commence study and business process review after issuance of LOI with clear mutual consent that no compensation will be claimed or paid if the final work order is not issued for any reason whatsoever.
- 1.22.9 Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- 1.22.10 By responding, the bidder shall be deemed to have represented and warranted that its proposal is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of DVET participated directly or indirectly in the bidder's proposal preparation.
- 1.22.11 Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against DVET or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive agreement with the bidder in accordance with the terms thereof).
- 1.22.12 Until contract award, bidders shall not, directly or indirectly, solicit any employee of DVET to leave DVET or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective selected Bidder / contractors, or any person acting in concert with the bidder, without prior written approval of DVET.
- 1.22.13 The Bidder can also bid as a consortium with appropriate documentary evidence but outsourcing of work is not allowed.
- 1.22.14 In case, DVET intends fresh tendering for maintenance contract, the Bidder under present and valid contract should extend its maintenance services until the new service provider takes over, upon written request, in the interest of DVET.
- 1.22.15 Bidder must deposit the Performance Bank Guarantee (PBG) and enter into a contract within **7 working days** of the date of notice of award of contract or within such extended period, as may be specified by DVET.

1.23 Timely Submission:

1.23.1 Bidders are solely responsible for timely preparation and online submission of the bids on <http://mahatenders.gov.in>.

1.23.2 **Late Bids:** Proposals not submitted on or before the last date and time of submission will not be accepted under any circumstances by any other mode.

1.24 Modification and withdrawal of proposals:

No proposal shall be modified or withdrawn after the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.

1.25 Conflict of interest

1.25.1 Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with DVET. The bidder must disclose their details of any circumstances, including personal, financial & business activities. Which will or might give rise to a conflict of interest if they were awarded this contract? Bidder should also state how they intend to avoid potential conflict. DVET reserves the right to reject any proposal which in their opinion gives rise or could potentially give rise to a conflict of interest. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

1.25 Acknowledgement of understanding of terms:

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annex hereto, and has fully informed itself as to all existing conditions and limitations.

1.26 Confidentiality:

The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process. The Bidder agrees to make no reference to DVET or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of DVET.

1.28 Validity of Bids:

Bids shall remain valid for 120 days after the date of opening of Bids prescribed by DVET. A bid valid for a shorter period may be rejected by DVET and treated as non-responsive. In exceptional circumstances, DVET may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder accepting the request will not be required nor permitted to modify its bid.

1.29 General guidelines for Bid Opening:

- 1.29.1 Online bid will be in four parts (Mandatory Payment Instrument, Pre-Qualification, Technical and Commercial) as indicated in the RFP.
- 1.29.2 There will be four step bid-opening exercise (1) for the DD of RFP cost & DD of EMD (2) for the pre-qualification criteria (3) for the Technical Bid evaluation and (4) for the Commercial Bid.
- 1.29.3 Firstly, the DD for RFP cost and DD for EMD shall be checked and thereafter pre-qualification documents of those bidders who have submitted the requisite DDs as prescribed shall be opened for scrutiny.
- 1.29.4 Thirdly, the technical proposals of all the bidders, who have been declared qualified, will be opened. After evaluation of technical proposals, the commercial proposals of only those bidders, who qualify in the technical evaluation, will be opened.
- 1.29.5 Bids will be opened in front of bidder's representatives who choose to be present on time.
- 1.29.6 DVET reserves the right at any time to postpone or cancel a scheduled bid opening without assigning any reason thereof.
- 1.29.7 The bids will be opened at the address mentioned in Clause 1.3. Changes, if any, of the venue, date and timing for opening the Technical & Commercial proposals will be informed to the bidders at the appropriate time, with adequate notice.

1.30 Key Events and Dates

Sl. No.	Event	Date	Time
1.	Online release of RFP document		1500 Hrs
2.	Pre-Bid Meeting		1100 Hrs.
3.	Online submission of bid		1500 Hrs.
4.	Opening & Evaluation of Technical Bid		1700 Hrs.
5.	Presentation by the Bidders		1800 Hrs.
6.	Opening of Commercial Bid		1400 Hrs.

1.31 Important Values Related to Bid:

Sl. No.	Item	Description
1	Bid Security (Earnest Money Deposit – EMD) in the form of a Demand Draft	INR 2.00 Lakhs (INR Two Lakhs only)
2	Bid Validity Period	120 days from the last date of submission of bids by the bidder(s)
3	Period for furnishing performance security	Within seven (7) working days of the date of notice of award of the contract or prior to signing of the

		contract whichever is earlier
4	Performance security value(Performance Bank Guarantee)	10% of contract value of the Contract
5	Performance security validity period	3 Months beyond expiration of contract period.
6	Period for signing contract	Within 7 working days of notice of award

CHAPTER 2: VOCATIONAL EDUCATION & TRAINING

2.1 Importance of Education and Need for Vocational Education& Training

2.1.1 Purpose of Education:

A. Economic Factors

1. How can I survive in this world?
2. How can I earn enough?
3. How will it benefit me and my family?
4. Can I start my own business?
5. Indian buying power is limited, can I export?
6. How to do things better and faster?
7. The need for knowledge & Learning
8. The need for benchmarking & improving
9. The urge and need to become world class
10. To excel in any particular field of activity

B. Social Factors

1. To stabilize POPULATION growth
2. To reduce LAW and ORDER problems
3. To reduce the incidence of AIDS
4. To improve SECURITY of INDIA
5. To improve HARMONY between the people
6. To improve personal HYGIENE
7. To improve general HEALTH and reduce disease
8. To improve PRODUCTIVITY
9. To reduce pollution and improve ENVOIRNMENT
10. Find ways to work as a team for the COMMUNITY

Even after 65 years of independence, the functional literacy rate in India is hardly 30 to 63% based on UNDP and government of India statistics.

Importance needs to be directed to human values imparted to an infant at home and then for Primary and Secondary Education at school (P&SE).

The above figure also brings out the need for Entrepreneurship Skill Development (ESD) and Vocational Education & Training (VET) at school, college and higher levels of learning.

- Both ESD and VET are required to generate employment and also boost the economy

- Presently the dropout rate, in India, between Classes 1st to 12th is 90%-94%. Very little support for the dropouts is available.
- In India, only 6% of the workforce is in the organized sector and 94% in the unorganized sector
- Most of the jobs, about 97% new jobs, are created in the unorganized sector.
- The present education system in India is focused on higher & technical education and preparing the youth for the organized sector requirements.
- In developed countries, VET is practiced by 60-85% of the workforce, from ages 14 to 55.

2.2 Scope and Need for Vocational Education & Training in India

We are working on this issue because:

- 2.2.1 India has 41 million registered unemployed and probably another 260 million who are underemployed or unemployed in the age group of 18 to 50 years.
- 2.2.2 The average age of an Indian is 25 years, compared to a Chinese who is 34 years and a European, American or Japanese who may be 40 to 45 years in age. India is a very young country. We need to skill our people so that we can take advantage of so many 'Young Indians'!
- 2.2.3 While China spends nearly 2.5% of GDP on Vocational Education & Training (VET) in 500,000 VET centres covering nearly 3000 vocations. India hardly spends 0.1% of its GDP in VET in 5500 centres covering about 200 vocations.
- 2.2.4 Vocational education is directly connected with employment and wealth generation, unlike normal education and knowledge improvement. The benefits of VET for the common man, benefits to organizations that use skilled and trained manpower and benefits to the nation to make it globally competitive will only come about when nearly 80% of the youth, after the age of 15 years opt for VET and not for the normal college education which is B.A, B.sc or B.Com
- 2.2.5 The present work force of 509 million can be divided into 29 million in the organized sector and 480 million in the unorganized sector. The biggest challenge facing us is to provide world class VET for the 480 million in the unorganized sector
- 2.2.6 Most of the MSME's are in the unorganized sector. MSME's are the real 'Dynamo' of the economy. Dovetailing SME's with Vocational Education & Training will create one of the biggest pools of young, talented and trained manpower in the world. This will propel India forward as an economic power.

2.3 Meaning of Vocational Training

Vocational Training is a planned process to modify attitude, knowledge and skill behaviour through learning experience to achieve effective performance in an activity or range of activities. Its purpose, in the work situation, is to develop the abilities of the individual and to satisfy the current and future manpower needs of the organization.

2.3.1 Definitions used in the area of Education, Vocational Education and Training:

- 2.3.1.1 **Education:** A process of teaching, training and learning, especially in schools or colleges, to improve knowledge and develop skills
- 2.3.1.2 **Skill:** The ability to do something well
- 2.3.1.3 **Skilled:** Having enough ability, experience and knowledge to do something well
- 2.3.1.4 **Competence:** The ability to do something well. A skill that you need for a particular job or a particular task
- 2.3.1.5 **Competent:** Having enough skills or knowledge to do something well or to the necessary standard
- 2.3.1.6 **Knowledge:** The information, understanding and skills that you gain through education or experience
- 2.3.1.7 **Trade:** A Job, especially one that requires working with your hands and that requires special training and skills
- 2.3.1.8 **Train:** To teach a person the skills for a particular job or activity
- 2.3.1.9 **Training:** The process of learning and practicing the skill/s that is/are required to do a job
- 2.3.1.10 **Vocation:** A type of work or way of life that you believe is especially suitable to you.
- 2.3.1.11 **Vocational:** Connected with the skills, knowledge, etc. that you need to have in order to do a particular job

2.7 Vocational Training- Challenges

- 2.4.1 Only 5% skill manpower available from 20 to 24 age group as against 80% in the developed countries
- 2.4.2 Productivity approximately Rs.225 per hour per worker as against Rs. 800 in the developed countries.
- 2.4.3 63% school drop-outs up to 10th standard.
- 2.4.4 Total 92% workers in unorganized sectors which contributes 60% of the total National Income.

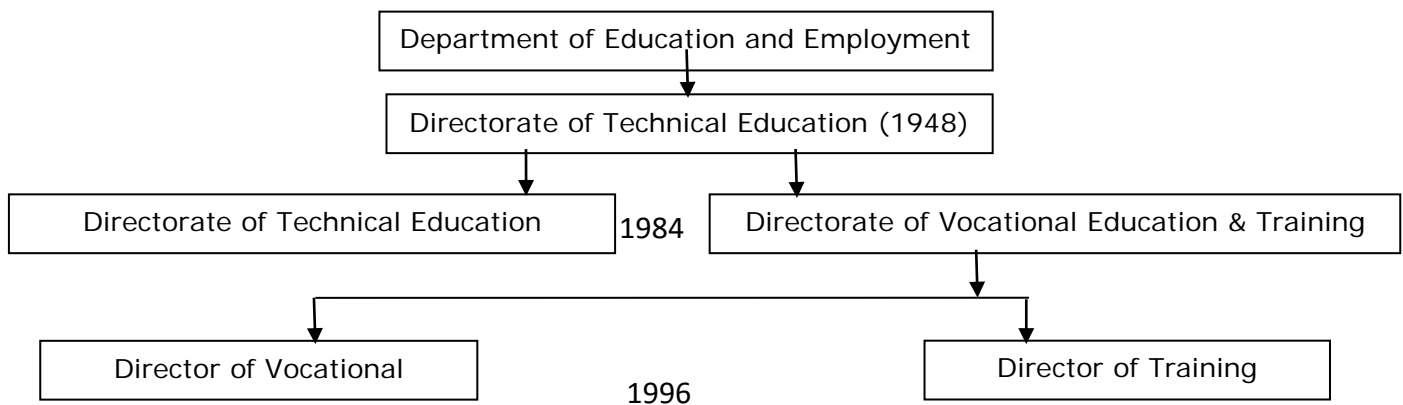
2.5 History of Directorate of Vocation Education and Training, Mumbai

During Second World War Defence Authority established institutes to train war technicians. After Second World War the need for war technicians was over and Government decided to convert these institutes to train people for supplying skilled labour to industry. Also this institutes served the purpose for the resettlement of the war injured Indian Soldiers. Government thus converted these institutes in Vocational Training Institutes. Government of India first introduced Apprentice Training

Scheme. Through this scheme the soldiers were employed by the factories and given on-job training. After a fixed tenure of training these soldiers were employed as regular workers. Indeed this Apprentice Training Scheme was to impart employable skills in them so that they earn their livelihood either by employment or self-employment.

In 1956 new industrial policy was introduced to accelerate the Industrial Development in the Country. To supply skilled man power on large scale it was necessary to spread vocational education throughout country. Thus Central Government handed over entire scheme to bilingual state in 1956. Since 1st May 1960, this scheme has been overtaken by Government of Maharashtra.

Initially Vocational Education, Conventional Education, Technical Education and Employment were administered at State level by Education and Employment Department (ShiksananiSevayojanVibhag). Vocational Education and Training was part of functioning of Directorate of Technical Education which was established in 1948. But due to the increase in the number of ITIs, Technical High Schools & +2 Level Junior Colleges for imparting Vocational Education and increase in number of Engineering and Polytechnic Colleges, decision of establishing separate Directorate was taken for the effective implementation of Vocational Education & Training Schemes in Maharashtra. Directorate of Vocational Education & Training, Mumbai (DVET) was hence established in 1984.



After the 1986 Education Policy, it was decided to expand Vocational Education at all levels. Also a decision was taken in 1994-95 to set up Government Industrial Training Institute at Tehsil Level, Directorate of Vocational Education and Training has been further divided into 2 in 1996:

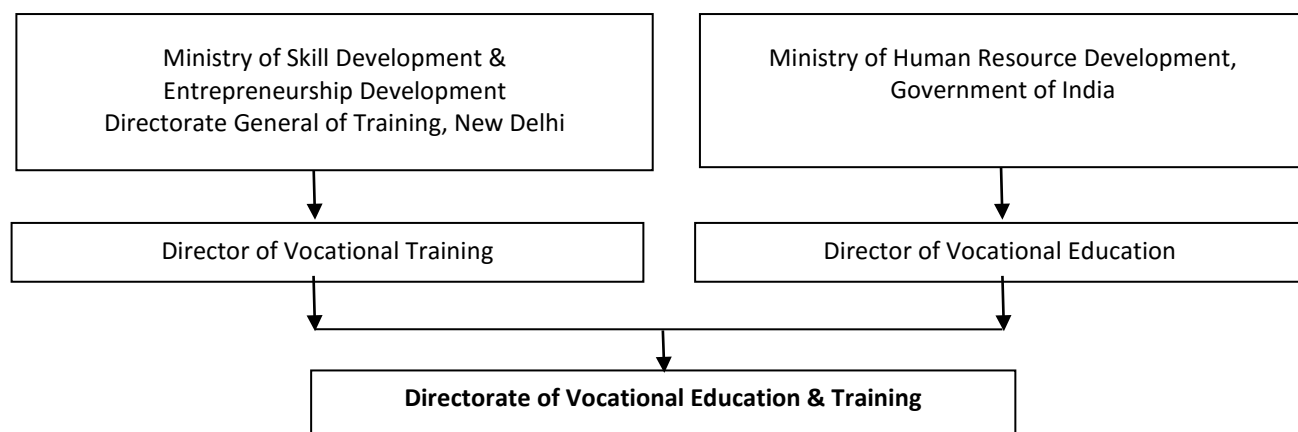
- Director, Training
- Director, Vocational Education

Director, Training looks after the various schemes related with CTS [IITs], ATS, MES & other Employability Skills Development Schemes & Director, Vocational Education looks after the schemes related to Pre S.S.C. Level Vocational Education, +2 Level Vocational Education, Certificate Courses of MSBVE & other important Schemes.

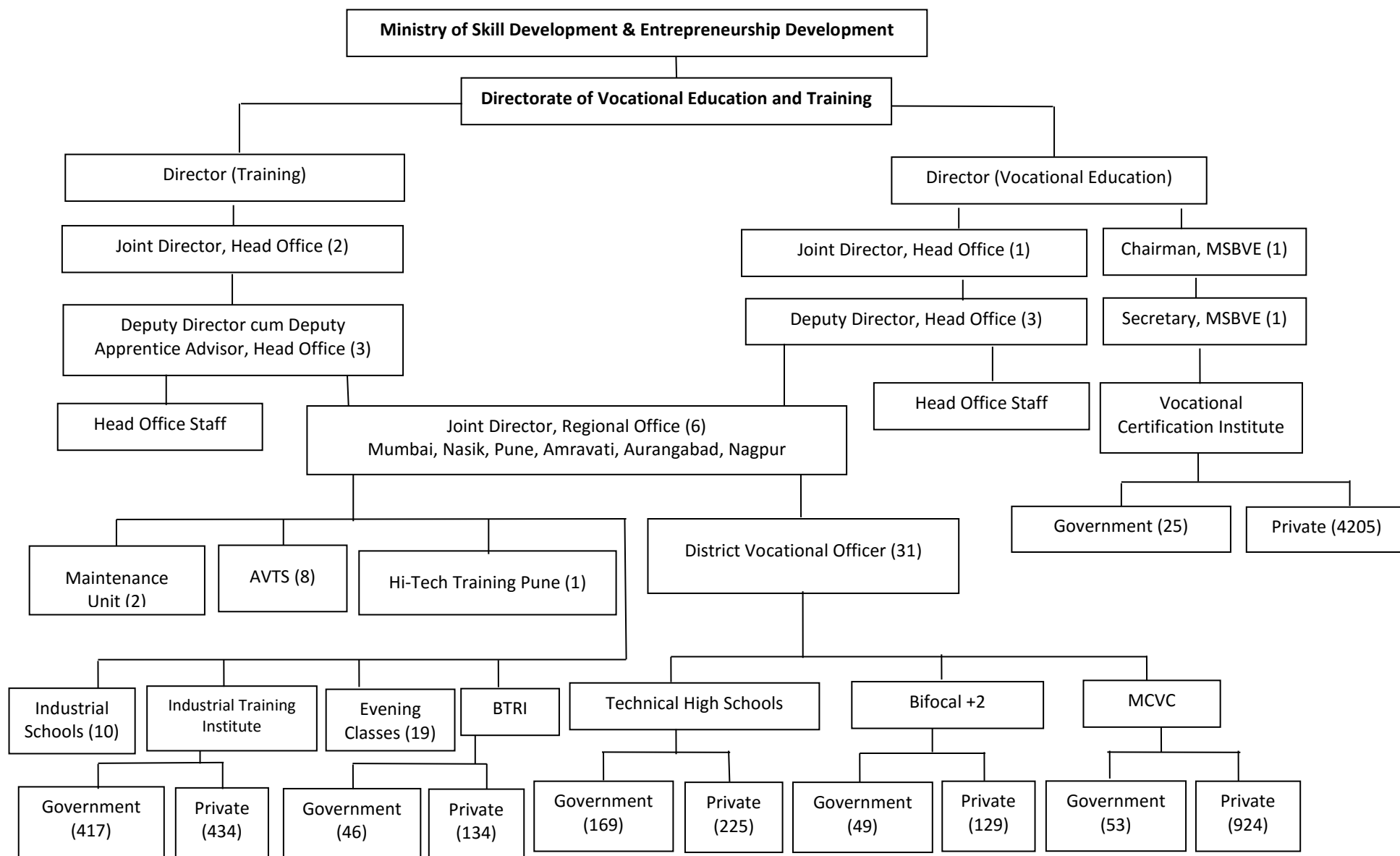
At State Government Level, all these schemes are monitored by Department of Higher & Technical Education.

At Central Government Level, the schemes under Director (Training) are monitored by Ministry of Labour & Employment, DGET, New Delhi. Whereas schemes under Director (Vocational Education) are monitored by Ministry of Human Resource Department, New Delhi.

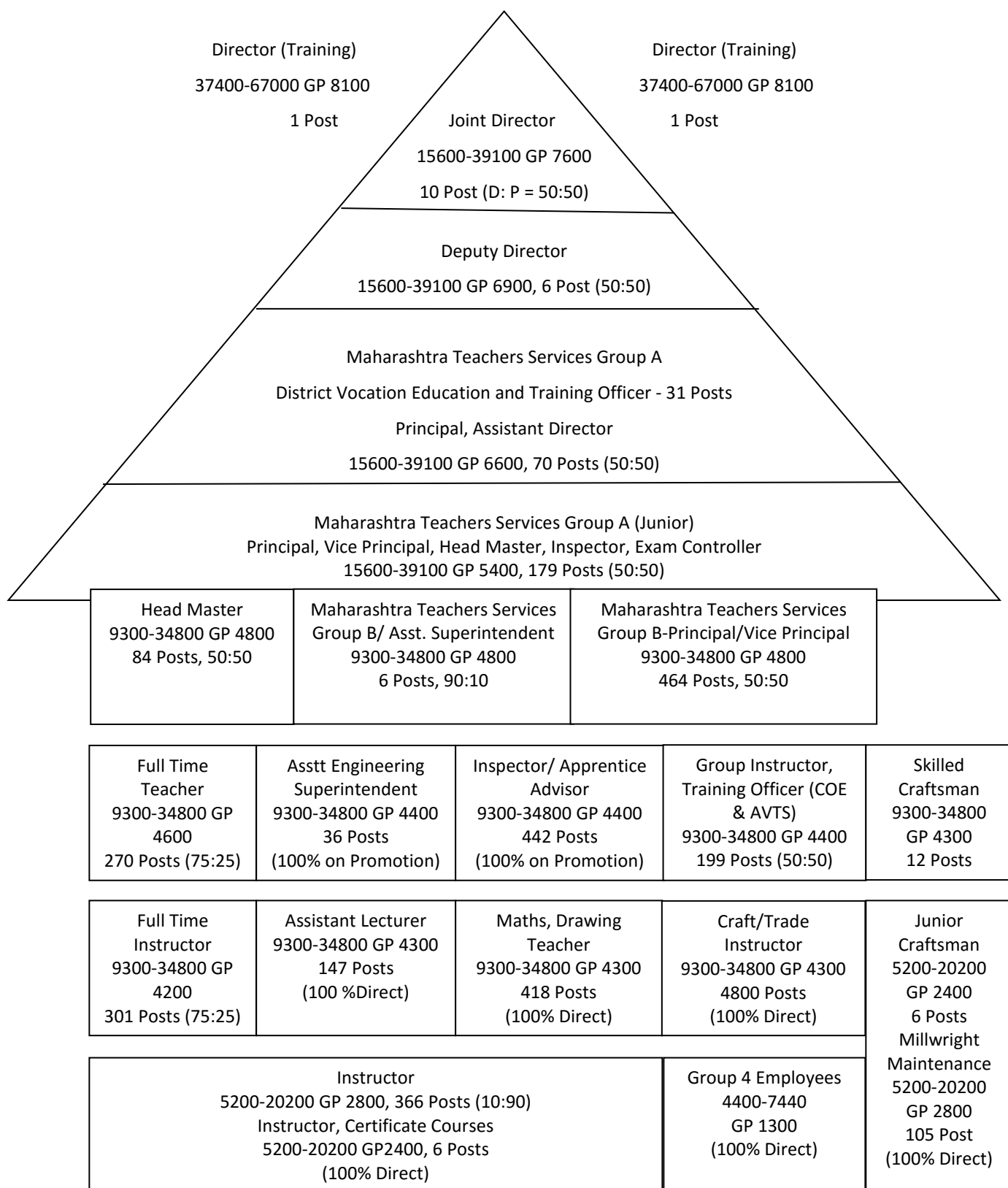
2.7 Department Monitoring at Central and State Level



2.7 Organization Structure of Directorate of Vocational Education and Training



2.7.1 Directorate of Vocational Education and Training (DVET), Mumbai



(Recruitment = Direct Recruitment: Promotion)

2.8 Mission, Vision and Objective of DVET

2.8.1 Mission:

To transform the Young population into world class skilled workforce and to develop as skill hub

2.8.2 Vision:

DVET is committed to develop world class skilled workforce keeping pace with the technological demands of industry and the expanding universe of knowledge.

2.8.3 Objectives:

- 2.8.3.1 To develop skills, keeping in mind emerging occupations and changing nature of work as a result technological changes and workplace processes, to enhance employment-self-employment potential of the youth.
- 2.8.3.2 To supply skilled manpower to Industries as per their need.
- 2.8.3.3 To develop employment-self-employment oriented Vocational skill among illiterates, school dropouts, workers in unorganized sector, candidates registered in employment exchange, self-help group irrespective of their age and educational background, to make them self-reliant.
- 2.8.3.4 To make the institutions more responsive and proactive, with regard to the kind of suggestions and recommendations made by the Industrial, to develop constructive partnership between Industry and Institute.
- 2.8.3.5 To offer training for the various high end and low end activities in the Industry base sector and service sectors.
- 2.8.3.6 To restructure operation of Vocational Training to enhance the quality, utility and effectiveness in the context of changing technologies and re labour market.
- 2.8.3.7 To offer training on issues related to customer handling, communication, interpersonal skills, sales management, etc.
- 2.8.3.8 To reduce the burden of unemployment.

2.9 Vocational Training Schemes under DVET

- 2.9.1 Craftsmen Training Scheme (CTS)
- 2.9.2 Apprenticeship Training Scheme (ATS)
- 2.9.3 Advance Vocational Training System (AVTS)
- 2.9.4 Hi-tech Training Scheme
- 2.9.5 Upgradation of ITI in to Centre of Excellence
- 2.9.6 Upgradation of ITIs under Public Private Partnership

- 2.9.7 Generalization of Vocational Training for ST candidates in the tribal areas
- 2.9.8 Community Service Centre (Lokseva Kendra Yojana)
- 2.9.9 Vocational Training on Demand (MagelTyalaVyavsayPrashikshan)
- 2.9.10 Artisan to Technocrat
- 2.9.11 Production Oriented Training Scheme (POTS)
- 2.9.12 Modular Employable Skills (MES)
- 2.9.13 National Service Scheme (NSS)
- 2.9.14 Aviation Academy

2.10 Vocational Training Providers

- 2.10.1 Government Industrial Training Institutes
- 2.10.2 Private Industrial Training Institutes
- 2.10.3 Industrial Schools
- 2.10.4 Government Institute of Training (GIT)
- 2.10.5 Evening Classes
- 2.10.6 Government Basic Training Institute (BTIR)
- 2.10.7 Private Basic Training Institute (BTIR)
- 2.10.8 Maintenance Units
- 2.10.9 Advance Vocational Training Center (AVTS)
- 2.10.10 High Tech Training Institutes (HTTI)
- 2.10.11 Private Vocational Training Providers (VTP for MES)

2.11 Current status of Government & Private ITIs in Maharashtra

Ownership	Category	Number	Intake Capacity
Government ITI	General	307	76,731
	Tribal	61	14,124
	Women	15	4,439
	Tribal Ashram School	28	1,547
	SCP ITI	4	800
	Minority ITI	2	361
	Total	417	97,511
Private ITI	General	434	44000
Total		851	1,41,511

2.12 Growth of Government and Private ITIs in Maharashtra since 5th Five Year Plan

Five Year Plan	No of ITI			Intake		
	Govt. ITI	Private ITI	Total	Govt. ITI	Private ITI	Total
5 th	47	28	75	22,948	2,272	25,220
6 th	98	66	164	33,788	4,568	38,356
7 th	112	105	217	36,800	8,992	45,792
8 th	241	236	477	55,316	20,436	75,752
9 th	347	266	613	63,332	28,906	92,240
10 th	375	206	581	67,816	25,316	93,132
11 th	416	310	726	97,511	35,512	1,33,023
12th	417	434	851	97,511	44,000	1,41,511

2.13 The Beneficiaries

- 2.13.1 10th and 12th Pass students
- 2.13.2 Workers in Unorganized Sector
- 2.13.3 Candidates registered in Employment Exchanges
- 2.13.4 Illiterates
- 2.13.5 Schools Dropouts including 10th and 12th Std.
- 2.13.6 Self-help groups.
- 2.13.7 House wives
- 2.13.8 Any other candidates of any age with or without any Educational backgrounds

2.14 Schemes under Vocational Education

- 2.14.1 Pre S.S.C. Level Vocational Education
- 2.14.2 Technical High Schools or Technical Centers.
- 2.14.3 +2 Level Vocational Education,
- 2.14.4 HSC Vocational (Former MCVC)
- 2.14.5 Bifocal Course
- 2.14.6 Certificate Courses of MSBVE
- 2.14.7 Other Vocational Education related Schemes

2.15 Institutes Providing Vocation Education

- 2.15.1 Government Technical High School
- 2.15.2 Schools executing Technical Subjects on Private Granted Basis
- 2.15.3 Colleges executing Bifocal Courses on Private Granted Basis
- 2.15.4 Schools executing Technical Subjects on Private Non-Granted Basis
- 2.15.5 Colleges executing Bifocal Courses on Private Non-Granted Basis
- 2.15.6 Vocational Education Providers
- 2.15.7 Technical Centers
- 2.15.8 Institutes for Certificate Courses of MSBVE
- 2.15.9 Government Institute of Training (GIT)

2.15.10 Present status of Pre S.S.C. Level

Type of Institutes	Government	Private		Total
		Granted	Non-Granted	
Institutes	169	225	385	779
Intake	25140	28020	25200	78360

2.15.11 Present status of HSC Vocational:

Type of Institutes	Government	Private		Total
		Granted	Non-Granted	
Institutes	53	924	467	1444
Intake	3240	57420	27360	88020

2.15.12 Present status of Bifocal Courses:

Type of Institute	Government	Private		Total
		Granted	Non-Granted	
Institutes	49	129	1397	1575
Intake	8250	11500	145600	165350

2.15.13 Batch Size:

Course	Theory	Practical
Pre S.S.C.	60	20
Bifocal	25	25
MCVC	20 + 10	20 + 10

2.15.14 Examination Pattern:

Course	Class	Examination
Pre S.S.C.	8 th and 9 th	At GTH Level
	10 th	By S.S.C. Board
Bifocal	11 th	At GTH Level
	12 th	By H.S.C. Level
HSC Vocational	11 th	At GTH Level
	12 th	By H.S.C. Level

2.15.15 Certificate Courses Of MSBVE:

There are around 1136 various courses which are coordinated by Maharashtra State Board of Vocational Education. These courses are executed by institutes controlled by Director, Vocational Education. These courses are from a short to medium duration. After the candidate completes the course he is examined by MSBVE and given Board Certificate.

2.16 Project Summary

2.16.1 With this project, DVET envisages creation of a web based platform which will be integrated with SATE DATA BANK, DGET PORTAL respectively and enable creation of a holistic and integrated platform for meeting the end objectives of creating employable and entrepreneurs youth in the state. "Web-Portal" to be developed under this project is expected to work like a common platform for internal governance of DVET as well as for the transparent, responsive and effective delivery of services to all the stakeholders i.e. candidates for admission to the various schemes of the DVET, candidates aspiring for jobs in DVET, industry partners, assessment and examination agencies, training providers, government agencies etc. This will be a common platform for planning, implementation and monitoring of the vocational education & training schemes of the government. Once registered on the web portal, an individual stakeholders shall be exposed to full spectrum of opportunities of vocational education & training and be able to avail the benefits of the schemes suitable for his profile, education, skill & background to make him/her employable.

Integration of this web portal with DGET, DESE and other government portals shall open the whole world of opportunities of vocational education & training for employment and self-employment related to his skill set. This portal will be the gateway to registration for candidates, vendors, industry partners, NGOs and other agencies working in vocational education & training development space. Portal will handle end to end process of registration, training and post-training placement tracking of trainee in addition to cover end to end process of registration, training, administration & finance management and monitoring of the implementation of the vocational education & training schemes. The portal shall also provide for on line admission, recruitment, approval of private ITI and facilitate electronic direct transfer of funds to and from stakeholders and other agencies. Every registered stakeholder shall have qualified access to value added information and services as well as getting relevant notifications through SMS alerts and e-mails.

2.16.2 Goal is to make this mechanism a one stop shop for beneficiaries and agencies in the public and private sector to achieve their respective goals transparently, efficiently and responsibly. A broad description of roles and goals of different stakeholders in this mechanism are as below:

2.16.2.1 DVET: will ensure that qualified, credible, committed and responsible individuals are registered for employment in the vocational education & training

development domain to train and make admitted trainee employable. Also, the process of registration, management of training, monitoring and assessment of outcome, settlement of dues etc. is transparent and within declared response time. Vague perceptions of procedures get replaced by SOPs with timelines of deliverables. Internal administrative capacity should be able to meet the requirements of efficient delivery of expected services. Goal for DVET is to establish and widen the foot print of this portal and spread the awareness so that every stakeholder can take an advantage of it.

2.16.2.2 Trainers& Assessors: will register to make themselves available as duly recognized professional whose services could be availed under various schemes of Vocational Education & Training. Get informative SMS and e-mails pertaining to job opportunities, assignments and avenues for upgrading their own skills.

2.16.2.3 End User: This is been envisaged that proposed portal will be the most cost effective platform for individuals seeking training in vocational education & training, getting the suitable skill of requisite quality to enter global market and get benefit of all the government schemes pertaining to vocational education & training including post-placement support services. Portal will be interactive enough for them to assist on common issues & option of voice assistance also be provided.

CHAPTER 3: SCOPE OF WORK

3.1 Overview

- 3.1.1 A state of art Web Portal integrating seamlessly a Web based Application Software System for efficient internal functioning of DVET with on line delivery of services to each stakeholder of DVET supported by a suitable, robust and secure data centre and a call centre to bridge technology gap in the initial period form the core of the proposed Integrated WBGs of DVET.
- 3.1.2 The overall scope has been classified into three main components as follows; -
 - (i) Component I: Design, Development, Deployment & Maintenance of Integrated Web Based Governance Application Software of DVET
 - (ii) Component II: Call Centre Operation
 - (iii) Component III: Development, Deployment, Operation & Maintenance of on line delivery services of DVET on turnkey basis
- 3.1.3 The hardware and network equipment's shall be sized as per the requirement of the IT Architecture, software application, system security, performance parameters and number of users.
- 3.1.4 The hardware, network equipment's, RDBMS, Operating System, Antivirus, LTO Tapes, Storage and managed services such as Backup and Restoration, Operating System Patches, Security Services etc. on the end user/DVET side is contemplated to be procured by DVET as suggested by the selected bidder considering Performance, High Availability and Business Continuity Planning.
- 3.1.5 It is contemplated that the selected bidder is responsible for end to end designing, developing, hosting, operating and maintaining the web based system throughout the prescribed contract period in a suitable, secure and high availability DC with adequate DR support system.
- 3.1.6 The selected bidder shall provide system integration services to procure, if required, and commission the required software and hardware infrastructure at the DC. The selected bidder shall be completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary application software and licenses and infrastructure required to deploy the proposed solutions at the DC.
- 3.1.7 Bidder is responsible for procurement of application development and deployment related software's and data center services during the contract period.
- 3.1.8 The selected bidder shall study the current business processes and existing IT system of DVET and its operational outfits in detail to prepare the substantive proposal.

- 3.1.9 The selected bidder shall design, develop, test, supply and manage web-based application software and build, operate and maintain during the contract period of 5 years as prescribed. The application software will be first test run at staging servers. Once stabilized and accepted by DVET, it shall be implemented on live servers.
- 3.1.10 Bidder shall be responsible for obtaining the required certifications from STQC or any CERT-In empaneled agency as per the government policy.
- 3.1.11 DVET would treat each component as separate entity and would reserve the right to decide on to entitle award to Bidder in totality or in part thereof.
- 3.1.12 Selected bidder shall develop a complete multilingual portal in English & Marathi for Internet & Intranet users.
- 3.1.13 Selected bidder shall plan, setup, managed & run 2 seater call centre with IVR facility on leased basis for a period of 1 year as prescribed in this RFP.
- 3.1.14 Selected bidder shall develop a Comprehensive High level management information system, which will be viewed by competent authorities as per the functions and roles designated by DVET.
- 3.1.15 All the Functions of DVET would be discussed and confirmed during System Requirement Specifications. The requirement and specifications provided as a part of this RFP are intended to describe salient aspects of the Bidders scope of work and provide sufficient understanding to the bidders for preparing Bids and should not be considered as exhaustive. The requirements will have to be detailed further as part of SRS preparation.
- 3.1.16 The proposed solution by the selected bidder is expected to incorporate national and international best practices of organization carrying out similar functions as DVET.
- 3.1.17 In responding to the architecture requirements in this RFP, bidders should explicitly respond in terms of development, test, and operational phases of the project. The bidders shall in their technical Bid:
- I. Describe how the functional requirements will be translated into technical implementations.
 - II. Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter.
 - III. Propose how availability, performance rates for the system will be measured and maintained.
 - IV. Provide details of all hardware and networking equipment's and off-the-shelf software proposed for the system.

3.2 Project Functionalities

- 3.2.1 Design and Development of portal framework covers authentication, standards, transactions, payment gateway, accounting, audit trail, secure messaging, infrastructure, .XML integration / API and Web services.
- 3.2.2 The brief component wise project functionalities are highlighted below. The details functional requirements of the modules contemplated in the proposed web based integrated governance system of Directorate of Vocational Education & Training, Maharashtra State is given in Annex-7 of this RFP.
- 3.2.3 Component I: Design, Development, Deployment & Maintenance of Integrated Web Based Governance Application Software of DVET –
 - 3.2.3.1 Internet and Intranet based e-workspace application covering complete organizational workflow mechanism – references, files, documents, government orders, RTI etc.
 - 3.2.3.2 MIS Reports – Routine Periodic Reports, On Demand Analysis Report
 - 3.2.3.3 Integration with Academic Management, Administrative Management and Financial Management systems
 - 3.2.3.4 Vocational Education & Training Scheme Management System – Planning, Preparation, Implementation, Management, Monitoring, Feedback.
- 3.2.4 Component II: Call Centre Operation – Deployment and Operation.
- 3.2.5 Component III: Development, Deployment, Operation & Maintenance of on line delivery services
 - 3.2.5.1 Online Admission Management System: Registration, Integration with portal, Notification of registration, Updating the profile, Admission by allotment and counseling and admission at Institute level
 - 3.2.5.2 Online Examination Management System: Registration, Integration with portal, Notification of registration, Updating the eligibility for examination, Generation of Hall Ticket, Online Examination, Updating marks subject wise as per the guideline of DGET, Management of Examiner, Assessor and other supporting staff required for conduction of examination, Claim settlement, integration with NCVTMIS portal.
 - 3.2.5.3 Online application for new Private ITI and expansion of Existing Private ITI: Registration, Integration with portal, Notification of registration, Updating the eligibility and uploading of required documents for Approval Process as per DGET and GoM norms, Generation of Acknowledgement and Call letter for Scrutiny Meeting, Application Tracking, Updating the field inspection reports, generating required MIS Reports, integration with QCI and NCVTMIS portal.
 - 3.2.5.4 Online Recruitment Management System: Registration, Integration with portal, Notification of registration, Updating the profile, Generation of Call letter for Online exam, Skill Test, conduction of online general and skill test examination, Interview, Selection Process, Notification of selection, Integration with DESE portal& DVET Portal,
 - 3.2.5.5 Vendor Management System: Registration, Integration of data with portals, Field Inspections, Approval of applications, Notification of registration, approval / rejection, Update of application profile, De-activation of applications/applicants,

Suspension of applicants, Re-activation of applicants, planning, execution, management, monitoring etc.

3.2.5.6 Stakeholder Feedback Management System

3.2.5.7 User login, invalid login and forgotten password

3.2.5.8 Single Sign On (Capability to support security services beyond authentication)

3.2.5.9 Third party component integration like payment gateway, biometric integration, SMS, e-mail etc.

3.2.5.10 Bilingual Support (application should be Unicode 5.1.0 compliant)

3.2.4.9 Server Operating System, Database server, Web Server, Browser, Client Operating System

3.2.4.10 Site analysis, personalization management

3.2.4.11 Advanced Search facility

3.2.4.12 SMS Alerts / Notification – stakeholders

3.2.4.13 E-mail Alerts / Notification – stakeholders

3.2.4.14 MIS and Reports – Financial and Operational

3.2.4.15 Data Migration

3.2.4.16 The project framework standard should support TCP/IP, HTTP and HTTPS, HTML, XML, X.509, SMTP, SMS and AADHAR Standards

3.2.4.17 Overall functional integration with portals of DVET, Maharojgar and DGET.

3.2.5 Selected bidder may be required to make field visits for registration camps organized by DVET

3.2.6 The Application solution should be built on open standard and should adopt Service Oriented Architecture (SOA).

3.2.7 As per the requirement of DVET, selected bidder may be required to design and develop and operationalize the online admission system on priority basis.

3.3 Classification of Scope of Work

3.3.1 The scope of work can be classified into the following four broad areas

- a) Design
- b) Development & Supply
- c) Implement
- d) Operate, Manage & Support

3.3.2 The guidelines for the scope of work are given as following:

Scope	Design	Development & Supply	Implement	Operate & Manage
Application Software	<ul style="list-style-type: none"> Requirement Analysis and development of the Detailed Specifications through interactions with DVET. Design of the Software application Provide all necessary documentation including SRS, Design Documents, wire frames etc. for approval 	<ul style="list-style-type: none"> Preparation of Test Plans and Test cases. Software Coding and Testing Software Certification by STQC or CERT-In Empanelled Agency Assistance in User Acceptance testing (UAT). During UAT, the selected bidder shall setup the environment for UAT, and facilitate the same. DVET shall perform the testing on the application software as developed by the selected bidder. Resolution of defects/bugs found in UAT. Provide all necessary documentation including – Test Cases and Test Plan Defect Logs 	<ul style="list-style-type: none"> Supply of all necessary system software, licences etc. for development of solutions and deployment at DC and successful deployment at DC. Provide User trainings. Implementation of the Software Application accepted after UAT at Pilot locations Full Roll-out Provide all necessary documentation including – <ul style="list-style-type: none"> a. Systems administration manuals b. User manuals c. Installation, Operational and Maintenance Manuals d. Training material 	<ul style="list-style-type: none"> Component I: Maintain and Support the Software Application for a period of 60 months after the implementation (For total contract period of 60 months including development) Component III: Operate, Maintain and Support the Software Application for a total period of 60 months including development and deployment.
Hardware, Network Equipment & Third Party Software	<ul style="list-style-type: none"> Design the Hardware and Network requirements and specifications based on the proposed Software, Performance and Security Requirements and Load. Prepare list of Off the Shelf Software to be procured. 	<ul style="list-style-type: none"> Help DVET in Hardware, Network equipment's procurement & Off the Shelf Software for user side Procure Hardware, Network equipment's & Off the Shelf Software for DC side 	<ul style="list-style-type: none"> Test, Install, Configure and commission the Hardware and Network equipment's and system servers at DC. Setup call centre / Helpline as Pilot for 1 Year after the launch of Component III 	Manage, Maintain and Support the Hardware and Network Equipment's at DC for a period of 60 months post installation.
For both of the	<p>During all the above four areas of work, the selected bidder also needs to</p> <ul style="list-style-type: none"> Provide Status Reports and Participation in Status Reviews 			

above	<ul style="list-style-type: none"> • Provide all necessary documentation • Submit internal review, testing results and necessary documents (e.g. – If the selected bidder performs internal code review, then corresponding results and document should be submitted to DVET). All the internal review and test plans should be mentioned by the selected bidder in the detailed project plan to be submitted at the stage of project initiation.
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3.4 Change in Scope of Work

- 3.4.1 DVET may at any time, by written order given to the selected bidder, make changes within the general scope of the Contract. If any such change causes an increase or decrease in the cost of, and/or the time required for the selected bidder's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended.
- 3.4.2 If the proposed change increases the project cost by more than 10%, then it would be considered as a separate project, and not a change request within the same project.
- 3.4.3 Any claims by the selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the selected bidder's receipt of DVET's change order. All such claims shall be validated and finalized by DVET and/or its appointed consultant or vendor or third party would audit the complete system for compliance to industry best practices, standards (like the National e-Governance standards on localization and Language Technology Standards, Network and Information Security Standards, Technical Standards and E-Governance Architecture, Meta Data and Data Standards for Application Domains, Quality and Documentation Standards, Web Accessibility Standards, e-forms, Identity and Access Management), security standards etc . Any non-compliance observed at this time would be reported to the selected bidder within 15 days in writing, and the selected bidder would have to rectify the non-compliance issues within 30 days at no extra cost to DVET.

3.5 Guidelines for work related to hardware, network equipment's and off-the-shelf software

- 3.5.1 The selected bidder should, procure, Install, Commission, Configure, Test, Integrate, manage and Support the Hardware and Application related software as per the time frame stipulated by DVET given in the subsequent section(s) that meets or exceeds the requirements/guidelines stipulated in this RFP. Selected bidder should submit the un-priced BOM for the Hardware, Network, Security device & system software's required to run the proposed solution

3.6 Documentation

- 3.6.1 The selected bidder shall prepare all necessary documentation for the project, and provide them to DVET or its designated Consultant for review, approval, record, reference etc. as mentioned in this RFP. Some of the documents (but not limited to) to be provided include –

- a. During installation and post installation, the selected bidder shall provide As Built/customized documentation to DVET. The As Built documentation should consist of all the configuration details, diagrams, Test plans, administration manuals, set up guides etc. as minimum.
- b. Detailed manuals for each appropriate unit of the supplied equipment and services.
- c. The training manuals and administration manuals
- d. Inspection and testing procedures manual including QA Policy and Procedures for the software/hardware equipment's
- e. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipment's and the overall system.

3.7 Software Licenses

- 3.7.1 The Applications development related software licenses and SSL licenses required for Proposed Portal shall be procured by Selected Bidder.
- 3.7.2 Database, Antivirus for Servers, E-mail solutions, Gateway Antivirus, Backup Software's, Security software's and managed services shall be provided by the selected bidder and on the user side by DVET.

3.8 Data Centre (DC & DR) and System Servers

- 3.8.1 The selected bidder should work out the sizing for the servers for hosting the Application including Document Repositories, Web Portal, Database, E-mail etc. based on the application software to be implemented and requirements, performance and security as mentioned in the section on SLAs.
- 3.8.2 The system servers and software applications will be hosted in Data Centre located in India and identified by the selected bidder who shall be solely responsible for the security and availability of the data centre as per SLA. Appropriate Test/Staging servers must also be proposed by the selected bidder. Facility for remote management of the servers shall be provided. The servers provided should meet industry standard performance parameters (such as CPU Utilization of 60% or less, disk utilization of 75% or less). Data Centre must be at least a Tier III Data Centre as per Telecommunications Infrastructure Standard for Data Centres.

3.9 Storage

- 3.9.1 The Storage will be provided by as prescribed in this RFP document.

3.10 Security Services

- 3.10.1 Security would be one of the most important aspects of the DVET network. DC will provide Security Services for all Hardware, Networking Equipment's and System Software's procured / provided by them. In order to ensure complete security of the network detailed scope of services for security is mentioned in the following sub-sections.

3.10.2 The Bidder shall coordinate and provide the required help to Data Centre to ensure proper security.

3.10.3 In general, the selected bidder shall ensure the following:

- a) Integration of all security components used in DVET network
- b) Appropriate access and authorization controls should be incorporated into software.
- c) Secure data transaction within & outside of DVET using HTTPS protocol.
- d) Secure access to centralized applications
- e) Adherence to all security guidelines issued by Govt. of India from time to time.

3.11 Backup Management Service

3.11.1 Backup Management Services on the server side will be provided by Data Centre.

3.11.2 The selected bidder shall suggest and recommend the list of Backup Management services (i.e. to conduct regular backups and restoration (if required), of critical data and systems etc. as defined by DVET without any loss).

3.12 Help-Desk

3.12.1 The selected bidder has to maintain a Help desk for recording, escalation and resolution of any issues (faults/problem etc.) reported during the contract period. The Helpdesk process & procedures including the escalation matrix and procedure, inventory control procedures etc. should be provided by the selected bidder.

3.13 SMS Gateway with 5 digit dedicated short code, E-Mail, DJMS and Network and System Monitoring

3.13.1 SMS Gateway with 5 digit dedicated short code, E-Mail, DJMS and Network and System Monitoring tool will be as decided by DVET and implemented by selected bidder.

3.14 Maintenance

3.14.1 The selected bidder should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipment's required to carry out the preventive and break down maintenance of the system offered should be clearly indicated to DVET by the selected bidder at no extra cost.

3.15 Portal Design & Implementation

3.15.1 The selected bidder shall design, develop, implement and manage the proposed portal that encompasses the intranet, internet and is also accessible through Kiosk & handheld devices in future.

3.15.2 The portal shall be hosted at the Data Centre as described in this RFP.

- 3.15.3 Portal should comply e-governance policy of Government of Maharashtra and all guidelines as specified by Indian Government under the Guidelines for Indian Government Websites available at URL:<http://www.egovstandards.gov.in/>(such as Meta Data and Data Standard, Character Encoding Standard, Font Standard, Information Security Guideline, Digital Signature etc),compliance matrix from <http://web.guidelines.gov.in/compliance.php> and Web Accessibility guidelines (WCAG 2.0) from <http://www.w3.org/TR/WCAG20> and Web Guidelines for compatibility with all operating systems, browsers, screen resolution etc. from www.webguidelines.nic.in.
- 3.15.4 Portal should comply for differently-abled persons as described by Govt. of India Guidelines and can be obtained at URL: <http://www.egovstandards.gov.in/>
- 3.15.5 Portal should be scalable and modular to be ready for future needs.
- 3.15.6 Portal should be provisioned for any additional plug-in required to integrate with any other government web-portal / data base / application (such as SMS gateway, SDB, DGET, NCVTMIS, UID,Maharojgar etc.) as & when guided by DVET during the contract period.
- 3.15.7 Portal should be Web 2.0 compliant.
- 3.15.8 Portal should adhere to Sevarth System for DDO, Employee Code and Post Code.
- 3.15.9 Portal should be capable of sending and receiving E-mail & SMS alerts.
- 3.15.10 Portal should provide the e-mail solution to all the institutes, offices, officers, teachers, staff and students on the dvet.gov.in domain
- 3.15.11 Portal should be integrated with payment gateways, GRAS, SMS gateway, E-mail and other stake holders system as prescribed by DVET during SRS.
- 3.15.12 Portal should be completely Multilingual (English & Marathi)
- 3.15.13 Logins to be provisioned for all stake holders

3.16 Help Line (Call Centre)

- 3.16.1 Call Centre is envisaged to enable the DVET deliver critical information, which is otherwise either inaccessible or difficult for the stakeholders, specially the beneficiaries.
- 3.16.2 The Call Centre would be a single window, equipped with latest IT enabled facility & authentic data that will enable the applicants and other stakeholders to interact & resolve their problems effectively.
- 3.16.3 The Selected Bidder would be responsible for setting / leasing up & managing a two (2) seater call centre for a period of 1 year which may be extended for another 4 years at the same cost.

3.17 Software Testing and Audit Certification– Through STQC or CERT-In Empanelled agency

- 3.18.1 Due to the criticality of software functions, Software Testing and Audit would be one of the most crucial phases in the Software Development Process. If the

Application is not tested exhaustively, it may result in errors which would have a negative impact on the functioning of the portal.

3.18.2 The selected bidder would be responsible for getting the software tested and certified for functional, load, stress, volume, security and quality from Standardization Testing and Quality Certification (STQC) or CERT-IN Empaneled agency and shall bear all costs associated with the certification.

3.18.3 The selected bidder shall have to complete all the required certifications such as functional, load, stress, volume and security before go-live.

3.18 Training of Users

3.18.1 The selected bidder shall provide training to master trainers for efficiently using the system. The master trainer thus trained would subsequently train the other user staff as required.

3.18.2 The selected bidder shall provide training as per proposed training plan:

3.18.3 The selected bidder shall provide training to above-mentioned users in batches.

3.18.4 The selected bidder shall arrange and provide for all instructional material, training manuals etc.

3.18.5 A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied to DVET) at various stages of the cycle will be agreed to by both parties (DVET and the selected bidder) during the performance of the Contract.

3.19 Data Migration Activities

3.19.1 The selected bidder should undertake Data migration activities for the data pertaining to the project from the date of start of the project till the Application Software is operational.

3.19.2 DVET shall provide all necessary assistance for collection of data from its offices and other stakeholders.

3.19.3 The selected bidder shall provide data migration activity plan related to project. The data migration activities shall be completed to full satisfaction of DVET prior to system going live.

3.19.4 Approximately 1 TB of data is to be migrated.

3.20 Non-Conformities

3.20.1 The selected bidder shall rectify and/or take necessary action to overcome any nonconformities/observations with respect to their work as reported by DVET as promptly as possible and at no additional cost to DVET. The Selected bidder shall also carry out all necessary patches/security updates related to Application

Software's, Patches etc. as per project requirements expeditiously at no additional cost during the Contract period.

- 3.20.2 The selected bidder should provide patch management services, upgrades and updates for Handheld OS, Kiosk OS, Related Application Software's etc. provided by them at no additional cost to DVET. The selected bidder shall provide the spares and service support for the entire IT infrastructure supplied by them for the entire contract duration at no additional cost to DVET.

3.21 List of Deliverables

- 3.21.1 The selected Bidder shall deliver (but not limited to) the following documents – (Soft copy as well as hard copy wherever necessary)
- a) System Requirement Specification (SRS) document containing detailed requirements capture and analysis including functional requirement, Interface Specifications, application security requirements.
 - b) Low Level Software Design document including Programming Logic, Workflows etc. for Component I&II.
 - c) High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc. for Component I&II.
 - d) Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan)
 - e) WBGS Portal, interfacing software etc.
 - f) Enterprise based E-mail solution for about 1.5 lakh users
 - g) Hardware/Network Specification with operation manuals
 - h) Software Source Code for Component I&II
 - i) Software Testing Documentation (including details of defects/bugs/errors and their resolution)
 - j) Project Implementation, Operational and Monitoring Plans
 - k) Data Migration activity plan
 - l) Training Manuals and literature
 - m) Systems Administration Manuals
 - n) User manuals
 - o) Installation Manuals
 - p) Operational Manuals
 - q) Maintenance and Troubleshooting Manuals
 - r) Periodic Status and Review Reports
 - s) Documents for details of defects/bugs/errors and their resolution during the support and maintenance period.
 - t) Internal Review and testing documents of the selected bidder.
 - u) Audit / certification reports

3.22 Implementation Schedule

3.22.1 The implementation schedule for the project is as follows:

S.No.	Deployment SLA component	Baseline * (T)	Duration
Component I: <u>Design, Development &Deployment of Web Based Governance Application Software of DVET</u>			
1.1	Project Start	T = Date of Signing of Agreement	
1.2	Delivery and acceptance of SRS, Low Level Design	T +30 days	30 days
1.3	High level Design Document Development, Code Development,	T + 120 days	90 days
1.4	UAT and Bug Fixing & Installation of System at Data Centre, STQC / CERT In Empanelled Agency Certification, test run at Pilot Locations, Acceptance Testing of Data Centre infrastructure, and User Training Activities	T + 150 days	30 days
1.5	Roll-out at all locations (System Go-Live) and User Training Activities	T + 180 days	30 days
1.6	Preparation and Submission of the following manuals – (a) Systems Administration Manuals (b) User manuals (c) Installation Manuals (d) Operational Manuals (e) Maintenance Manuals (f) Training Manuals		
1.7	Maintenance Support Commencement & Component I completion	After Go-Live	1645 days

Component II: Call Centre Operation

2.1	Call Centre Operation Commencement	T1= T + 60 days	
2.2	Call Centre Operation	T1 + 365 days	365 days
Component III: <u>Development, Deployment, Operation and Maintenance (DDOM) of DVET services for stakeholders & Completion of the Project</u>			
3.1	Acceptance of SRS, Development, UAT, Bug Fixing & Installation of System at Data Centre, STQC / CERT In Empanelled Agency Certification& Commencement of delivery of services	T2 = T + 60 days	60 days
3.2	Maintenance Operation & Support Services & Project Completion	T2 + 1740 days	1740 days

- 3.22.2 The selected bidder has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts critical path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline of implementation of the project. It may be noted that the timeline for each milestone shown above will be enforced independently, even though some of them may be interdependent. This will have the cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Hence the selected bidder will have to be extremely careful in establishing an excellent project management set-up. DVET may also priorities the deliverables and can ask the selected bidder to incrementally implement the high priority items initially during the Development Phase.
- 3.22.3 The period of development of software may be used to incrementally implement some of the selected solution, so as to inject the IT culture within the organization and promote continuous learning and carry out training programs. It is assumed that installation of hardware and network equipment's would be in place by then (through appropriate phased installation).
- 3.22.4 DVET and/or its designated representative (e.g. Project Management Consultant, committees etc.) would conduct periodic reviews and audits of the work done by the selected bidder, and evaluation during implementation phase.
- 3.22.5 For Data Centre Infrastructure including Hardware & Network, the procurement, testing and installation should be completed with due consideration to their timely deployment.

3.23 Approvals

- 3.23.1 The selected bidder shall be responsible for obtaining approvals for Statutory and Regulatory requirements (if any) from the related concerned authorities. Further, the Selected Bidder shall be responsible to get required documentation completed for obtaining such approvals from time to time. The selected Bidder shall undertake to do all such acts and deeds as required to ensure that the approvals are obtained only with prior consent of DVET.

3.24 Post go-live support

- 3.24.1 From the day when the system goes “live”, the Bidder must provide dedicated expert services to DVET till the end of contract period of 5 years, as the case may be, for providing post Go-Live support to each component of the implemented system as prescribed in this RFP document.
- 3.24.2 The persons responsible for providing Post Go-Live support should necessarily have a minimum of 2 years implementation experience and their resumes need to be submitted to DVET for approval 30 days prior to estimated ‘go-live’ of the system. Any change in the personnel on the project for the entire duration of the project will require the prior approval of DVET.
- 3.24.3 At the end of 5 years, DVET will have the option of extending the Post Go-Live support for any further period, if the need arises so at a mutually agreed AMC.

3.25 System Hand-Over on completion of contract period

- 3.25.1 The selected bidder shall hand-over the entire operation details, records, database and related document including SRS of Component-I & III to DVET within 10 days of date of completion of respective contract periods.
- 3.25.2 The selected bidder shall ensure a smooth transition for handing-over the system(s) to DVET or any agency designated by it for this purpose. The hand-over shall be planned in such a way that smooth and complete knowledge transfer is done by the selected bidder to DVET or its designated agency.
- 3.25.3 The selected bidder shall provide support for any issues faced by DVET or its designated agency for a further period of 3 months beyond the contract period.

CHAPTER 4: BID EVALUATION PROCESS

4.1 Overall Bid Evaluation

- 4.1.1 All Bids shall be first assessed as per the Pre-Qualification Criteria mentioned in **Annexure 1**.
- 4.1.2 All bids that comply with the Pre-Qualification criteria shall be considered for Technical Evaluation.
- 4.1.3 The Technical Evaluation of Qualified Bids will be carried out using a weighted point system and all bids with score of 70 and above shall be considered for commercial evaluation.
- 4.1.4 The commercial bids of all bidders with technical score of 70 and above shall be opened and arranged in ascending order of quoted price (in INR).
- 4.1.5 All Bids shall be evaluated using the criteria and process as per Combined Quality Cum Cost Based Selection (CQCCBS) in the ratio of 30:70 for Technical and Commercial Bid respectively.
- 4.1.6 The best value bid shall be determined through the composite score arrived by combining the technical and commercial scores.

4.2 Technical Bid Evaluation

- 4.2.1 All the technical bids shall be evaluated on a score of 100 points.
- 4.2.2 Each Bid will be evaluated according to the following criteria, but not limited to:
 - a) Bidder's Competence – Organizational Strengths of the bidder will be evaluated with regard to past experience of the company in providing technical solutions for projects of similar nature and managing call centres, specially government related projects, will be considered for evaluation. Bidders must demonstrate their experience in the format provided in Annexure 2 and furnish documents from existing clients.
 - b) Quality of Bidder's Proposal – Bidder's understanding level of scope of work, completeness of the proposed project plan with proper timelines, responsibility matrix, strategy to maintain all the SLAs, approach and plan for issue resolution, help desk etc., completeness of project risks identified, mitigation plan provided for the identified risks and deployment of sound project management strategy.
 - c) Feasibility and Technical Viability of the Proposed Technical Solution– Bidder's Design, Development and Implementation Plan, its quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies, Data Centre details etc. would be evaluated from the perspective of the proposed solution
 - d) Bidder's Team – Relevant experience and capability of the manpower available with the bidder, capability of the proposed team in handling similar projects and technologies and relevant certifications of the project team which might help in project delivery and suitability of the proposed project manager.

- e) Training– Approach to change management for ensuring smooth transition to the new ways of working as required by the proposed web based system. The change management plan shall cover the awareness training as well as detailed application/technology specific training for select users.

4.2.3 The evaluation will be measured if the bidders proposed solution meets DVET need as outlined in the RFP. The evaluation criteria and corresponding weighted points are as below:

S.No	Evaluation Criteria	Marks	Total
1	Bidder's Competence		10
	Satisfactory performance of ICT projects undertaken currently	05	
	Government Projects experience in the areas of Business Process Reengineering, Web based solutions, Software Integration.	05	
2	Quality of Bidder's Proposal		25
	Understanding of the Nature, Scope & Extent of functions of DVET	05	
	Level of understanding of the Scope of proposed project work as proposed and presented before the bid evaluation committee	10	
	Completeness of the proposed project plan with proper timelines, responsibility matrix, strategy to maintain all the SLAs, approach and strategy of engagement of key stakeholders for the project planning and implementation, plan for issue resolution, help desk etc., and deployment of sound project management strategy including.	05	
	Quality Systems and Approach to Risk Identification and Mitigation	05	
3	Feasibility and Technical Viability of the Proposed Technical Solution		40
	Bidder's Design, Development and Implementation Plan including Hardware deployment, Software development, Network Management , Logistics,	10	
	Development, deployment and management of operational services. Qualities, responsiveness, speed, ease of use, reliability and comprehensiveness of the proposed technologies for the system.	10	
	Adherence to IT Architecture Plans, Standard Information Systems Security Policies, Data Centre details etc., coordination and synchronization plans with various stakeholders of the proposed system.	10	
	Responsiveness to Technical Requirements and SLA Implementation and Management methodology proposed	10	

4	Bidder's Team		15
	Capability of the proposed team in handling similar projects and technologies and relevant certifications of the project team which might help in project delivery	10	
	Suitability of the proposed project manager in terms of qualification, skill, relevant experience and innovative ideas as assessed during presentation.	05	
5	Training Implementation Plan – Approach, Methodology & Timelines	05	05
6	Articulation, Preciseness & Quality of answers during presentation	05	05
Total			100

4.2.4 The Technical score will be denoted by symbol “S(t)”.

4.3 Commercial Bid Evaluation

- 4.3.1 The commercial bid of all the technically qualified bidders shall be opened and arranged in ascending order of total quoted price (in INR`).
- 4.3.2 The total quoted price shall be the sum total of quoted fixed prices for design, development, implementation and maintenance of Component I; deployment, management and maintenance of Component II and development, deployment, operations and maintenance of Component III of the total solution and services envisaged in the scope of work of this RFP.
- 4.3.3 Lowest Commercial Bid [denoted by Symbol “F (m)”] will be allotted a Commercial score of 100 marks. The Commercial score will be denoted by Symbol “S(c)”. The Commercial score of other Bidders will be computed by measuring the respective Commercial Bids against the lowest Bid.
- 4.3.4 These Commercial scores will be computed as: $S(c) = 100 * [F (m) / F]$ where “F” is the Commercial Bid of the Bidder whose Commercial score is being calculated. The Commercial score shall be out of a maximum of 100 marks.

4.4 Best Value Bid Evaluation

- 4.4.1 The Technical bid shall carry a weight of 30% in the overall evaluation of the bid and the Commercial bid shall carry a weight of 70% in the overall evaluation.
- 4.4.2 Composite Score (S) - The composite score is a weighted average of the Technical and Commercial scores. The weightage of the Technical vis-à-vis the Commercial score is 0.3 of the Technical score and 0.7 of the Commercial score.
- 4.4.3 Formula for deriving composite score (S) –

$$S = [S (t) * 0.3] + [S(c)* 0.7]$$

Thus, the composite score shall be out of a maximum of 100 marks

- 4.4.4 The Bidders shall be ranked in descending order according to the composite score as calculated based on the Clause 4.4.3
- 4.4.5 The bid with maximum composite score shall be declared best value bid and the Bidder whose total composite score (weighted average of the technical and commercial score) is the maximum shall be declared selected bidder and shall be eligible for the award of Contract.

4.5 Material Deviation

- 4.5.1 A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Bids without material deviation.
- 4.5.2 A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Bids, DVET's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
- 4.5.3 DVET may waive any minor informality or non-conformity or abnormality in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

4.6 Clarifications of Bids and Review of Bidders' Proposed Deviations

To assist in the examination, evaluation and comparison of Bids DVET may, its discretion, ask the Bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.

4.7 Negotiations, Contract Finalization and Award

DVET shall reserve the right to negotiate with the bidder(s) whose Bid has been ranked first by the tender evaluation committee on the basis of best value to the Project.

CHAPTER 5: GENERAL CONDITIONS OF CONTRACT

5.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

- a. "The Client" means The Directorate of Vocational Education & Training (referred to as DVET in this RFP document).
- b. "Nodal Officer" means the officer signing the acceptance of tender and includes any officer who has authority to execute the relevant contract on behalf of the Client.
- c. The "Contract" means the agreement entered into between the Client and the Contractor signed by the Client and the Contractor, including all attachments and annexes thereto and all documents incorporated by reference therein.
- d. The "Contractor" means the company selected through tendering process and shall be deemed to include the Selected Bidder's / Contractor's successors, representatives (approved by the Client), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.
- e. "The Contract Price" means the price payable to the Selected Bidder / Contractor under the Contract for the full and proper performance of its contractual obligations inclusive of all the three components of the project
- f. "Service" means services to be provided by the Selected Bidder / contractor as per the requirements specified in this document and any other incidental services, such as setting up of necessary infrastructure, implementation, provision of technical assistance, training and other such obligations of the Selected Bidder / contractor covered under the Contract;
- g. "Acceptance of Bid" means the letter/telex/telegram/ fax or any memorandum communicating to the Bidder the acceptance of his Bid.

5.2 Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

5.3 Standards of Performance

The selected Bidder shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and shall observe sound management practices. The Selected Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Client and shall, at all times, support and safeguard the Client's legitimate interests in any dealings with Third Parties.

5.4 Use of Contract Documents and Information

- a) The Selected Bidder shall not, without the Client's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample

or information furnished by or on behalf of the Client in connection therewith, to any person other than a person employed by the Selected Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

- b) The Selected Bidder shall not, without the Client's prior written consent, make use of any document or information except for purposes of performing the Contract.
- c) Any document, other than the Contract itself, shall remain the property of the Client and shall be returned (in all copies) to the Client on completion of the Selected Bidder's performance under the Contract, if so required by the Client.

5.5 Performance Guarantee

- 5.5.1 Within 7 days after the receipt of notification of award of the Contract from the Client, the selected Bidder shall furnish Performance Guarantee to the Client, which shall be equal to 10% of the total value of the project and shall be in the form of a Bank Guarantee from a Scheduled Bank.
- 5.5.2 The performance guarantee shall be deemed to govern the following guarantees from the selected Bidder, in addition to other provisions of the guarantee:
 - a. To fulfil the conditions of work contract/purchase order.
 - b. To secure the performance of the entire system. However, it is not to be construed as limiting the damages stipulated in any other clauses.

5.6 Project Scheduling and Monitoring

- a) The selected Bidder shall plan various activities and submit the execution schedule and bar chart along with signing of the contract. The execution schedule should clearly indicate all activities and the time required for completion of each activity taking the total project time. Parallel and dependent activities for each activity need to be specified in the schedule.
- b) Any suggestions that the bidder has made to improve the Terms Of References, staffing details, activities to be undertaken by the consultants, reporting etc., as also the inputs required from the Client to ensure satisfactory implementation of the assignment will then be discussed with this bidder and finalized.
- c) This will form the basis for Monitoring of execution of the project and any delay/slippage from the schedule will be reviewed by both parties in review meetings from time to time and remedial measures decided to complete the project as per the schedule.

5.7 Currency of Payment

Payment shall be made in Indian Rupees (INR) only.

5.8 Payment Schedule & Terms

- 5.8.1 DVET shall pay to the selected bidder the consideration as per achievement of milestones prescribed in Chapter 8 of this RFP document.
- 5.8.2 All payments to the selected Bidder shall be made upon submission of invoices along with the related documents thereof being in order. All applicable taxes shall be deducted at source by the Client.
- 5.8.3 Mobilization Advance of an amount not exceeding 10% of the contract price of the project may be considered on furnishing a bank guarantee of the equivalent amount and shall be adjusted from the consecutive due bills as prescribed.
- 5.8.4 Payments shall be subject to any deductions (such as TDS etc.) of any amount, for which the selected Bidder is liable under the agreement against this RFP.
- 5.8.5 The selected bidder shall make provisions for online collection of fees under Component III and develop efficient mechanism for transfer of revenue due to DVET on monthly basis and shall be liable to penal interest on any amount found unpaid during quarterly reconciliation for the relevant period @ 18% p.a.

5.9 Delays in the Selected Bidder's Performance

- 5.9.1 An unexcused delay by the Selected Bidder in the performance of its Contract obligations shall render the Selected Bidder liable to any or all of the following:
 - a) Forfeiture of its performance security
 - b) Imposition of Penalties as per SLA
 - c) Termination of the Contract for default.
- 5.9.2 If at any time during performance of the Contract, the Selected Bidder should encounter conditions impeding timely completion of the services under the contract and performance of the services, the Selected Bidder shall promptly notify the client in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Bidder's notice, DVET shall evaluate the situation and may at its discretion extend the Contract time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

5.10 Termination for Default

- 5.10.1 The Client may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Selected Bidder, terminate the Contract in whole or in Component If:
 - a. The Selected Bidder fails to deliver any or all of the obligations within the time period(s) specified in the Contract, or any extension thereof granted by the Client, or
 - b. The Selected Bidder fails to perform any other obligation(s) under the contract.

5.11 Termination for Insolvency

- 5.11.1 The Client may at any time terminate the contract by giving written notice to the selected Bidder, without compensation to the selected Bidder, if the selected Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Client.

5.12 Force Majeure

- 5.12.1 The Selected Bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 5.12.2 For Purposes of this Clause, “Force Majeure” means an event beyond the control of the Selected Bidder and not involving the Selected Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics and quarantine restrictions.
- 5.12.3 If a Force Majeure situation arises, the Selected Bidder shall promptly notify the Client in writing of such conditions and the cause thereof. Unless otherwise directed by the Client in writing, the Selected Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all prevented by the Force Majeure event.

5.13 Amicable Resolution of conflicts

- 5.13.1 The Client and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract within 7 calendar days of arising of such dispute.
- 5.13.2 If the dispute can’t be resolved amicably by direct informal negotiation between the client and the selected bidder, then the same shall be referred to the Project Implementation Committee (PIC), constituted by Skill Development and Entrepreneurship Development Department, Govt. of Maharashtra, in writing within 15 calendar days of dispute arise.
- 5.13.4 If the PIC fails to resolve the dispute within 15 calendar days of the receipt of the written submission containing details of the dispute or the proposed resolution prescribed by the Project Implementation Committee is not acceptable to any of the parties then the conflict will be resolved as per the procedure prescribed in Clause 5.14 of this document.

5.14 Arbitration

- 5.14.1 In the case of failure to resolve the dispute amicably as per Clause 5.13, such dispute or difference shall be referred to the award of two Arbitrators, one Arbitrator to be nominated by the Client and the other to be nominated by the selected Bidder and, in case of disagreement between the two arbitrators, to the award of an Umpire to be appointed by the Arbitrators in writing and in case the Arbitrators fail to agree on appointment of the Umpire, the umpire shall be nominated by the Government of Maharashtra.
- 5.14.4 The Arbitration & Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.
- 5.14.5 The venue of arbitration shall be at Mumbai.
- 5.14.6 The Client may terminate this contract, by giving a written notice of termination of minimum 30 days to the selected Bidder, if the selected Bidder fails to comply with any of the decisions of the arbitration proceedings pursuant to Clause 5.14.1 to 5.14.5 above. In case of termination of contract as mentioned, all the bank drafts / FDR's/ PBG furnished by the selected Bidder by way of performance security shall stand forfeited.

5.15 Confidentiality

- 5.15.1 All data, materials and information furnished by the client or all data, materials and documents generated by the selected bidder as part of the process of successful implementation of this project shall be exclusive property of the client and no such data, materials, information or document shall be shared by the selected Bidder with any third party without the prior written permission of the client.
- 5.15.2 In the event that the Selected Bidder is required to disclose any such information or materials as above in compliance with any judicial process, Selected Bidder shall promptly notify the Client and allow the Client a reasonable time to oppose such process before making disclosure.
- 5.15.3 Any use or dissemination of information in violation of this Confidentiality Clause by the selected Bidder may result in termination of the contract.
- 5.15.4 Nothing contained in this clause shall restrict the Selected Bidder from providing similar services to any third party or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this project.

5.16 IPR and Ownership rights

- 5.16.1 All the data, material, information and documents collected / generated during development / implementation of all the components of the project and the

application software developed of the contract shall be exclusive “Intellectual Property” of DVET and shall be vested in DVET.

- 5.16.2 The selected Bidder shall handover all data, material, information and documents (including SRS documents, design documents, the source code etc.) collected / generated during development / implementation of the project to DVET within 30 days of development / implementation of project.
- 5.16.3 The application software and the source code with version control system shall be submitted separately in a DVD to DVET 30 days of development / implementation of project

5.17 Patent rights

- 5.17.1 The selected Bidder shall indemnify DVET against any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof by the selected Bidder in course of development / implementation of this project.
- 5.17.2 DVET shall not be liable for any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof by the selected Bidder in course of development / implementation of this project.

5.18 Governing Language

- 5.18.1 The Agreement shall be written in English language. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in English language.

5.19 Applicable Law

- 5.19.1 This RFP document and the contract signed with the selected bidder shall be interpreted in accordance with laws of Union of India and Government of Maharashtra.

5.20 Notices

- 5.20.1 Any notice by one party to the other pursuant to the Contract shall be sent in writing or by electronic mail or by telegram or by fax or through official representative and confirmed in writing to the address specified for that purpose in the contract.
- 5.20.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

CHAPTER 6: AWARD OF CONTRACT

6.1 Award Criteria

- 6.1.1 DVET will award the project in totality or in part thereof to the selected Bidder.
- 6.1.2 Notwithstanding anything above, DVET reserves the right of not awarding the contract to any Bidder.

6.2 Notification of Award

- 6.2.1 Prior to the expiration of the period of Bid validity, DVET shall notify the selected Bidder in writing that its Bid has been accepted.

6.3 Signing of Contract

- 6.3.1 The selected Bidder shall enter into agreement with DVET by signing a contract, incorporating all the terms and conditions, deliverables, responsibilities, payment schedules, project schedule etc.
- 6.3.2 Such agreements shall cover, in detail, aspects/ terms of the Contract such as (indicative only, and not restricted to):
 - a) Performance security
 - b) Contract form
 - c) Warranty
 - d) Payment
 - e) Prices
 - f) Assignment
 - g) Sub-contracts
 - h) Termination
 - i) Applicable Law
 - j) Notices
 - k) Change orders
 - l) Taxes and Duties
 - m) Confidentiality
 - n) Limitation of liability
 - o) Training and consultancy
 - p) Technical Documentation
 - q) Application Software terms
 - r) Project Management
 - s) Software ownership rights (Intellectual Property Right)
 - t) Source code support
 - u) Software Licences
 - v) Bidder's obligations
 - w) DVET's obligations
 - x) Patent Rights, etc.

6.4 Performance Bank Guarantee

- 6.4.1. The selected bidder shall at his own expense, deposit with DVET, on the date of signing of the contract, an unconditional and irrevocable performance Bank Guarantee (PBG) from any Scheduled Bank acceptable to DVET, payable on demand, for the due performance and fulfillment of the contract by the selected bidder.
- 6.4.2. This Performance Bank Guarantee will be for an amount equivalent to 10% of total contract value of the project on Non-Judicial stamp of appropriate value.
- 6.4.3. The performance bank guarantee shall be valid till the end of three months after the expiration of contract period and should be in the format prescribed in this RFP document as prescribed in Annexure 5.
- 6.4.4. The Performance Bank Guarantee may be discharged/ returned by DVET upon being satisfied that there has been due performance of the obligations of the Bidder under the contract.
- 6.4.5. No interest shall be payable by DVET on the Performance Bank Guarantee.
- 6.4.6. In the event of the Bidder failing to comply with the contractual obligations or being unable to service the contract for whatever reason, DVET would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DVET under the Contract in the matter, the proceeds of the PBG shall be payable to DVET as a compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. DVET shall notify the Bidder in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.
- 6.4.7. DVET shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

6.5 Warranty & Maintenance

- 6.5.1. The selected bidder shall provide a comprehensive maintenance warranty of the proposed web based governance system designed and developed by the selected bidder under Component I of the project for a period of 30 months, commencing from the date when the Component I system goes "live".
- 6.5.2. The selected bidder shall provide warranty of the functioning of the web portal, as per SLA, developed, deployed, operated and managed by the selected bidder for providing state skill mission services to various stakeholders of DVET under Component III of the project for a period of maximum 60 months, including the period of making the web portal operational, from the date of award of contract. This warranty shall include the functional output of the Data Centre as per SLA.

- 6.5.3. DVET shall promptly notify selected Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective Systems, without costs to DVET and within time specified.
- 6.5.4. If the selected Bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, DVET may proceed to take such reasonable and remedial action as may be necessary, like imposition of penalties as per SLAs defined in this RFP at the selected bidder's risk and expense and without prejudice to any other rights which DVET may have against the selected bidder under the Contract.
- 6.5.5. During the Warranty period, the selected Bidder will provide all updates, patches/ fixes, version upgrades and new versions if any, within 15 days of their availability and should carry out installation and operation of the same at no additional cost to DVET.
- 6.5.6. The selected bidder shall warrant that the Hardware and Software, if delivered under the scope of work of the project, will not infringe any Intellectual Property Rights held by any third party and that it shall have all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for DVET to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Bidder shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used for development of the Software.
- 6.5.7. The selected bidder shall warrant to DVET that:
- a) The system proposed to be developed and maintained by bidder will represent a complete, integrated solution meeting DVET's requirements and will provide the functionality and performance, as per the terms and conditions and SLAs under the contract.
 - b) The selected bidder shall accept responsibility for the successful implementation, operation and maintenance of the proposed System and for the compatibility of the various software, hardware and networking components.
 - c) The selected bidder will be solely responsible for providing all services under the contract from subcontracted third party producers or licensors of Products included in the Systems.
 - d) The selected bidder shall undertake to ensure the maintenance of the acceptance criterion/standards in respect of the systems.

6.6 Failure to agree with the Terms & Conditions of the RFP/Contract

- 6.6.1. Failure of the selected Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award.
- 6.6.2. In the event of annulment of the award, DVET may award the project to the next Best Value Bidder or call for new Bids.

CHAPTER 7: SERVICE LEVEL AGREEMENT (SLA)

7.1 Service Level Agreement (SLA)

- 7.1.1 SLA is the contract between DVET and the selected bidder. SLA defines the terms of the selected bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.
- 7.1.2 This section defines various Service Level Indicators, which will be considered by DVET in the Service Level Agreement with selected bidder.
- 7.1.3 The selected bidder has to comply with following Ten (10) Service Level Agreements (SLAs) to ensure adherence to project timelines, quality and availability of services:
- a) Timely Delivery
 - b) Correctness of Delivery
 - c) Installation of Hardware and Network Equipment
 - d) Response Time
 - e) Resolution Time
 - f) Application Response Time
 - g) Application Availability
 - h) Call Centre
 - i) Data Management Operator
- 7.1.4 The bidder shall make a provision for measurement of the SLAs in the application development.
- 7.1.5 Penalties shall not be levied on the selected bidder in the following cases:
- a) The non-compliance with the SLA has been due to reasons beyond the control of the bidder.
 - b) There is a Force Majeure event affecting the SLA which is beyond the control of the selected bidder.

7.2 Business Day and Business Hours

- 7.2.1 A business day is considered every official working day of DVET during the week. Typically, these are the days, between and including, Monday to Saturday and do not include public holidays declared by the Government.
- 7.2.2 Business hours are the hours, during the day in which business is commonly conducted by DVET.
- 7.2.3 Business hours applicable for this project is from 09:30 Hrs to 18:00 Hrs for every Business Day.

7.3 Penalty

Bidders are required to pay the penalties to DVET as follows:

- a. During Business Days / Hours: 100% penalty as described in related SLA clause.
- b. During Non-Business Days / Hours: 50% penalty as described in related SLA clause.

7.4 Timely Delivery –SLA

Definition	Timely delivery of deliverables would comprise of supplied hardware by bidder, software application and all documents that are to be submitted as part of the project deliverables. All the deliverables defined in the contract has to be submitted on or before the stipulated date as defined in the contract or the project plan.
Service Level Requirement	All the deliverables defined in the contract and/or the project plan has to be submitted on or before the date as mentioned in the contract with zero delay.
Measurement of Service Level Parameter	To be measured in Number of Business Days of delay from the date of submission as defined in the project contract or project plan.
Penalty for non-achievement of SLA Requirement	<p>Delay of every Business Day would attract a penalty per day as per the following –</p> <ol style="list-style-type: none">1. For Software Application = 2 X Per day Penalty2. For Documents = 1 X Per day Penalty <p>The total penalty would be generated by the product of the above and the number of Business Days Delay.</p> <p>The Penalty per day is INR 10,000.</p>

7.5 Correctness of Delivery –SLA

Definition	Correctness of deliverables would comprise of software application, hardware and all documents that are to be submitted as part of the project deliverables. Any deliverable submitted should not have errors/defects/bugs in them.
Service Level Requirement	<p>All the deliverables defined in the contract have to be submitted First-Time-Right (correctness of delivery) as mentioned in the contract minimum errors/defects/bugs (as defined below).</p> <p>Documents – The documents submitted to DVET for final approval should have no errors.</p> <p>Application Software – The required service level for the Application software correctness is:</p>

	<ol style="list-style-type: none"> 1. No Level 1 errors/defects/bugs in the complete application software. Level 1 errors/ defects/ bugs would be defined as the ones which has the greatest business impact wherein the user is not able to perform his/her regular work, or the output from the system is not as per the requirement. 2. May have a maximum of 5 (Five) Level 2 errors/defects/bugs in the complete application software. Level 2 errors/defects/bugs would be defined as the ones which has medium business impact wherein the user is partially able to perform his/her regular work
Measurement of Service Level Parameter	To be measured in Number of errors/defects/bugs for each of the deliverables as defined in the project contract. The definition of Bug/Error/Defect would be defined in the contract to be signed with the selected bidder.
Penalty for non-achievement of SLA Requirement	<p>Occurrence of errors/defects/bugs would attract a penalty per day as per the following –</p> <ol style="list-style-type: none"> 1. For Software Application = 2 X Per Bug/ Error/ Defect Penalty 2. For Documents = 1 X Per Bug/Error/Defect Penalty <p>The total penalty would be generated by the product of the above and the number of Bug/Error/Defect found in the deliverables.</p> <p>The Penalty per Bug/Error/Defect is INR 3,000.</p>

7.6 Installation of Hardware and Network Equipment –SLA

Definition	Installation of Hardware and Equipment supplied by bidder would comprise of procurement, pre inspection check, Configuration and Testing by System Integrator and Roll-out approval from DVET
Service Level Requirement	Installation of Hardware and Network Equipment should be completed within 7 Business Days after delivering at DC and DR site
Measurement of Service Level Parameter	To be measured in Number of Business Days from the date of Intimation or Request from DVET
Penalty for non-achievement of SLA Requirement	<p>Delay of every Business Day in Installation of Hardware and Network Equipment would attract a penalty per day as per the following : – 2 X Per day Penalty</p> <p>The total penalty would be generated by the product of the above and the number of Business Days Delay.</p> <p>The Penalty per day is INR 5,000.</p>

7.7 General Response Time – SLA

Definition	Time in which a complaint / query is attended after it has been reported by DVET.
Service Level	Any complaint attended after being reported should be classified for

Requirement	<p>resolution in following three categories.</p> <p>(A) Response Time to attend Hardware related complaint: Queries / problems regarding issues related Hardware and Networking.</p> <p>(B) Response Time to attend Application related problems.</p> <p>(C) Response Time to attend Security related problems.</p> <p>The selected bidder should provide service as per the following standards –</p> <table border="1"> <thead> <tr> <th>Query Type</th><th>Maximum response time allowed</th></tr> </thead> <tbody> <tr> <td>A</td><td>1 Hour</td></tr> <tr> <td>B</td><td>1 Hour</td></tr> <tr> <td>C</td><td>1 Hour</td></tr> </tbody> </table>	Query Type	Maximum response time allowed	A	1 Hour	B	1 Hour	C	1 Hour
Query Type	Maximum response time allowed								
A	1 Hour								
B	1 Hour								
C	1 Hour								
Measurement of Service Level Parameter	The service level would be defined in the number of business hours calculated from the time of logging the call/raising the request with the selected bidder.								
Penalty for non-achievement of SLA Requirement	<p>Delay of every Business Hour would attract a penalty per hour / per day as per the following –</p> <ol style="list-style-type: none"> 1. For (A) = 1 X Per Hour Penalty 2. For (A) = 2 X Per Hour Penalty 3. For (C) = 2 X Per Hour Penalty <p>The total penalty would be generated by the product of the above and the number of Business Hours Delay.</p> <p>The Penalty per hour is INR 2000.</p>								

7.8 Resolution Time – SLA

Definition	Time in which a complaint / query is resolved after it has been reported by DVET.
Service Level Requirement	<p>Any query after being given a response should be classified for resolution in following three categories.</p> <ol style="list-style-type: none"> a) Resolution Level 1 (R1): Queries / problems regarding issues related Hardware and Networking Components which constitutes the business impact in terms of availability of Hardware to deliver the required services. b) Resolution Level 2 (R2): Queries regarding issues which have the greatest business impact wherein the user is not able to perform his/her regular work. For example, unable to login to the system due to errors in software, certificate generation module not working etc. c) Resolution Level 3 (R3): Queries regarding issues which have medium business impact wherein the user is partially able to

	<p>perform his/her regular work. For example, user is able to login and perform most of his normal work, but can't approve a certain document.</p> <p>d) Resolution Level 4 (R4): Queries regarding issues which have the least/no business impact involving cosmetic changes. For example, change of background colour etc.</p> <p>(B) The selected bidder should provide service as per the following standards –</p> <table border="1"> <thead> <tr> <th>Query Type</th><th>Maximum resolution time allowed</th></tr> </thead> <tbody> <tr> <td>R1</td><td>4 Hours</td></tr> <tr> <td>R2</td><td>1 business day</td></tr> <tr> <td>R3</td><td>3 business day</td></tr> <tr> <td>R4</td><td>5 business day</td></tr> </tbody> </table>	Query Type	Maximum resolution time allowed	R1	4 Hours	R2	1 business day	R3	3 business day	R4	5 business day
Query Type	Maximum resolution time allowed										
R1	4 Hours										
R2	1 business day										
R3	3 business day										
R4	5 business day										
Measurement of Service Level Parameter	The service level would be defined in the number of business days calculated from the date of logging the call/raising the request with the selected bidder.										
Penalty for non-achievement of SLA Requirement	<p>Delay of every Business Hour / Business Day would attract a penalty per hour / per day as per the following –</p> <ol style="list-style-type: none"> 1. For R1 = 1 X Per Hour Penalty 2. For R2 = 3 X Per day Penalty 3. For R3 = 2 X Per day Penalty 4. For R4 = 1 X Per day Penalty <p>The total penalty would be generated by the product of the above and the number of Business Days Delay.</p> <p>The Penalty per hour is INR 2000.</p> <p>The Penalty per day is INR 10,000.</p>										

7.9 Application Response Time – SLA

Definition	Application response time refers to the page load time, i.e. the time for loading a webpage of the WBGS.
Service Level Requirement	The average application response time for users(time taken for loading of a web page) should not exceed 3 seconds per month.
Measurement of Service Level Parameter	Application response time will be measured on the basis of automated reports. The data should be captured through automated tools every 10 minutes during the business hours. Data during business hours can only be used for calculations of average response time. Any planned application downtime should not be included in the calculation of application response time. However, the Selected bidder should take at least 15 days prior approval from DVET in writing for the planned outage.
Penalty for non-	If the selected bidder is not able to meet the above defined service level

achievement of SLA Requirement	requirement, then any deviation from the same would attract a penalty as per the following –			
	Response Time (Monthly average)	>= 3 seconds to <6 seconds	>= 6 seconds to <10 seconds	>=10
	Penalty	INR 20,000 per month	INR 30,000 per month	INR 50,000 per month

7.10 Application Availability –SLA

Definition	Application availability refers to the total time when the Application is available to the users for performing all activities and tasks.		
Service Level Requirement	The average availability of the application should be at least 99% in a month.		
Measurement of Service Level Parameter	<p>[(Total Uptime of the Application in a month)/ (Total Time in a Month)]*100</p> <p>The above time would be calculated only for Working Hours during Business Days in a month (excluding Holidays).</p> <p>Any planned application downtime should not be included in the calculation of application availability. However, the Selected Bidder should take at least 15 days prior approval from DVET in writing for the planned outage.</p>		
Penalty for non-achievement of SLA Requirement	If the selected bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following –		
	Application Availability (Monthly average)	>= 98 % to <99%	>= 95% to <98%
	Penalty	INR 15,000 per month	INR 25,000 per month

7.11 Call Centre –SLA

Definition	Call centre SLA deals with the Efficiency of agents to handle workload at any point of time
Service Level Requirement	Service level requirement divided in three part as per defined parameter in below tables
Measurement of Service Level	1. Turnaround time to respond queries by phone and e-mail should be 30 Minutes.

Parameter	2. Efficiency for attended calls should be Ninety Nine percent (99%). (Call to be counted as unattended = Phones were Ideal but call not answered) 3. Maximum call time per user should not exceed for more than 5 Minutes			
Penalty for non-achievement of SLA Requirement	If the selected bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following –			
	Exceeding Turnaround Time	>=5 and <10 Calls, Queries /Day	>=10 and <20 Calls, Queries /Day	>= 20 Calls, Queries /Day
	% Attended Calls (Total calls should be calculated 100 % based on the sum of Attended & unattended calls)	>= 95 % to <99%	>= 92% to <95%	<90%
	Calls Exceeding 5 Minutes	>=5 and <10	>=10 and <20	>=20
	Penalty per Day in INR	500	1000	5000

Chapter 8: PAYMENT TERMS

8.1 Payment Milestones: DVET shall pay to the selected bidder the consideration, to be fixed as per terms of the Contract with the selected bidder(s). The broad terms of payment are as follows:

Payment Schedule: Component-I: -Design, Development &Deployment of Web Based Governance Application Software of DVET

Sr. No	Deliverables	Payment	Document / Artifacts To be submitted
1	Submission of SRS Document & Acceptance by DVET	10% of the Component-I Cost	SRS Document
2	Submission of Design Document & Acceptance from the DVET	10% of the Component-I Cost	High Level Design Document (HLD)
3	Demonstration of Prototype	10% of the Component-I Cost	Prototype online
4	Code development & Submission of Code document	10 % of the Component-I Cost	Source Code at Central Location
5	User Acceptance Test (UAT)	20% of the Component-I Cost	User Acceptance Document / Email
6	End User Training and submission of Training manual	10% of the Component-I Cost	Training Record and SOP/ Manual
7	Rollout & Deployment of Production environment	30% of the Component-I Cost	Go-live status
8.	Maintenance support after Go-Live	Quarterly	Monthly MIS Report

Payment Schedule: Component-II: - Call Centre Operation

Sr No	Deliverables	Payment	Document / Artifacts To be submitted
1	Call center support for 1 year from the date of "Go Live" of web based operational services under Component III	Quarterly in 4 quarters	Call centre status report and MIS report

Payment Schedule: Component III:-Development, Deployment, Operation and Maintenance (DDOM) of DVET services for stakeholders

Sr No	Deliverables	Payment	Document / Artifacts To be submitted
1	DDOM of the developed application for 5 years including the period up to the date of “go-live” of Component-III	Yearly for first 5 years or after completion of respective services in each year.	MIS reports & Quarterly reconciliation

8.2 Payment Terms:

- 8.2.1 On award of the project to the selected bidder (i.e. issuing of the Letter of Intent), the selected bidder has to provide a Performance Bank Guarantee of 10% of total contract value for the prescribed period of 66 months from the date of work order/signing of the contract agreement.
- 8.2.2 The total contract value is a Total of Price A + Price B + Price C+ ...+Price N as provided by the selected bidder in its commercial Bid (Form 3.3 : Bill of Material (BOM) for Software, Hardware, Network equipment's, Third Party Software, Support etc.).
- 8.2.3 The selected bidder shall establish a robust on line system of collection of fees under Component III and transfer the agreed due amount to DVET every month. At the end of every consecutive 12 months during the first 5 years of the contract. DVET shall, on the basis of monthly MIS reports and quarterly reconciliation, shall pay to the selected bidder excluding the amount due for the relevant period.

8.3 Payment Conditions:

- 8.3.1 Payment for Component I, II & III will be made as per the milestones defined in above table after adjusting any deductions due to non-compliance of SLA etc.
- 8.3.2 All payments to the selected bidder shall be made upon submission of invoices and Advance Stamped Receipt along with the related documents thereof after making adjustments (if required) for penalties for non-adherence to defined SLAs and adjustment of the installment, if any, payable.

ANNEXURES

ANNEXURE 1: Prequalification Document

Form 1.1: Overall Covering Letter:

Bid Main Cover Letter

To:

The Director (Training),
The Directorate of Vocational Education & Training,
3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

Sir,

Having examined the RFP document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the ICT services as required and outlined in the RFP for Design, Development, Implementation & Integration of web based governance system and Deployment, Operation & Management of on line delivery services of Directorate of Vocational Education & Training.

1. Each page of the Technical and Commercial Bid has been signed by the Authorized Signatory.
2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the RFP document and that we shall perform all the incidental services.
3. We agree to abide by our offer for a period of 120 days from the date fixed for opening of the Technical Bid.
4. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the bid and we do hereby undertake to provide services as per terms and conditions mentioned in the RFP.
5. DD for an amount of INR 10,000.00 (INR Ten Thousand Only) for the cost of RFP document shall be furnished as prescribed in the RFP document before the last date and time of submission of online bid. The details of DD are given below:

DD No. Date

Bank Validity

6. EMD for an amount equal to Rs. 2 Lakhs (Rupees Two Lakhs only) in the form of a Demand Draft is enclosed in a separate sealed Cover details of which are given below:

DD No. Date

Bank Validity

7. We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent (LoI) awarding the contract, shall constitute a binding contract between us.

8. The information contained in this Bid or any part thereof, including its exhibits, schedules, and other document(s) delivered or to be delivered to DVET, is true, accurate, and complete. This Bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead DVET as to any material fact.
9. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 1.2: Pre-qualification Criteria checklist
Part A:

Sr. No.	Description	Yes / No	Reference Page No. (Where Applicable)
1	RFP Document Cost:		
	a) Whether DD for Cost of RFP furnished		
	b) Whether DD for Cost of RFP is placed in a separate sealed Envelope and submitted before the date and time of online submission of bid		
2	Earnest Money Deposit:		
	a) Whether the Demand Draft (DD) for EMD is drawn on a Scheduled Bank		
	b) Whether DD is denominated in INR		
	c) Whether DD is of the amount as mentioned in RFP document		
	d) Whether DD is drawn in favor of, 'The Directorate of Vocational Education & Training' payable at 'Mumbai'		
	e) Whether DD for EMD enclosed in a separate envelope and sealed		
	f) Whether Envelope for EMD is marked "EMD for the Web Based Project of DVET" g) Whether the EMD is furnished before the date and time of opening of the bid.		
3	Letter of Authority:		
	a) Whether the Letter of Authority is on the Company's letter head and signed by the authorized signatory / signatories		
	b) Whether the Letter of Authority for authorized person is uploaded under Pre-Qualification section of online bid submission		
	c) Whether Envelope for Letter of Authority is placed in the envelope containing EMD and submitted before the date and time of opening of the bid		

4	Letter of Consent:		
	a) Whether the Letter of consent in favour of the prime bidder by each of the consortium partners is on respective Company's letter head and signed by the authorized signatory / signatories		
	b) Whether the Letter of Consent in favour of Prime bidder is placed inside the Envelope containing EMD, & Authority Letter.		

Part B:

Criteria No.	Criteria Description	Documents Required	Document Ref Page no
1	The Sole Bidder or Prime Bidder must be a company registered since last five years as on 31 st March, 2015 or Central/State Government Organisation or Undertaking.	Attested copy of the Company registration certificate issued by Registrar of Companies	
2	The Sole Bidder or Prime Bidder and each of its consortium members must have been in the business of developing/providing IT/ICT/ITeS Products/Services for at least three years as on 31 st March, 2015.	Work Order/ Certificate/ Acknowledgement from its existing/previous client(s) clearly showing satisfactory continuance/completion of IT/ICT/ITeS project(s)	
3	The Sole Bidder or Prime Bidder must have an annual average turnover of Rs. 25 Crores during the last three financial years ending on 31 st March 2015 i.e.2012-13 or 2013-14 or 2014-15 exclusively from the business of developing/providing IT/ICT/ITeS Products/Services	Audited Balance sheet for the relevant year and certificate from the chartered accountant showing turnover exclusively from IT/ICT/ITeS Products/Services	
4	The Sole Bidder or Prime Bidder must have successfully designed, developed and implemented at least one (1) Web-Based Application project in last three (3) years of the	Work Order/ Certificate/Payment Documents from its clients clearly showing project cost and satisfactory completion of the web based	

	order value not less than Rs. 1 Crore for any department/agency/PSU of government as on 31st March, 2015 in India.	application project.	
5	The Sole Bidder or Prime Bidder must be at least a certified ISO9001:ISO27001 company or SEI CMMi level 3 at the time of the submission of the bid.	Copy of the certificate issued by the competent authority.	
6	Sol The Sole Bidder or Prime Bidder and each of its consortium members must not have been blacklisted by any government department/ agency/ PSU at the time of submission of the RFP.	Affidavit on a non-judicial stamp paper of Rs.100 as per Annexure 2 Form 2.5	

Sr. No.	Description	Yes / No	Reference Page No.
1	Company Registration:		
	a) Whether the bidder is participating as a Sole Bidder		
	b) Whether the bidder is participating as a Prime Bidder in a Consortium		
	c) Whether the participating Sole / Prime Bidder is registered under Indian companies act 1956 since last five years as on 31 st March 2015 or Central/State Government Organisation or Undertaking.		
	d) Whether the Company registration certificate for Sole/Prime Bidder is provided		
	e) Whether each of the member of consortium is registered under Indian companies act 1956 as on 31 st March 2015		
	f) Whether the Company registration certificates for each of the Consortium member are provided		
2	Nature of Business of Sole / Prime Bidder:		
	a) Whether the Sole / Prime Bidder is in operation and providing IT / ICT / ITES solutions since last 3 years as on 31 st March, 2015		

	b) Whether the certificates from its previous / existing clients clearly showing satisfactory completion / continuance of IT/ICT/ITES projects is provided		
3	Annual Turnover:		
	a) Whether the Sole / Prime Bidder is having a minimum Average Annual Turnover of INR 25 Crores in last three (3) financial years ending on 31 st March 2015		
	b) Whether the turnover of at least 25 Crore is exclusively from the business of IT/ICT/ITES products/services in any of the last three financial years ending on 31 st March 2015 and a certificate from the Chartered Accountant showing the same is attached		
	c) Whether the Sole Bidder or Prime Bidder is successfully designed, developed and implemented at least one (1) Web-Based Application project in last three (3) years of the order value not less than Rs. 1 Crore for any department/agency/PSU of government as on 31st July, 2015 in India.		
9	Declaration for Not being Black Listed:		
	a) Whether the Sole / Prime Bidder and any of the consortium member has been blacklisted by any government organization at the time of submission of the RFP		
	b) Whether the Self Declaration for not being black listed by any government organization at the time of submission of RFP is provided by the Sole / Prime Bidder and each of its consortium members on non-judicial stamp paper of 100/-		

Name & Signature
Authorized Signatory
Company Seal

ANNEXURE 2 – FORMATS FOR TECHNICAL BID

Form 2.1: Technical Proposal Cover Letter

To:

The Director (Training),
The Directorate of Vocational Education & Training,
3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

Sir,

Having examined the Request for Proposal (RFP) document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the ICT services as required and outlined in the RFP for Design, Development, Integration and Management of the Comprehensive Web Portal (WBGs) and web based governance system for the Directorate of Vocational Education & Training (DVET)

1. Each page of the Technical proposal has been signed by the Authorized Signatory.
2. We do hereby undertake, that, in the event of acceptance of our bid, the services shall be provided as stipulated in the RFP document and that we shall perform all the incidental services.
3. We agree to abide by our offer for a period of 120 days from the date fixed for opening of the Technical Proposals.
4. We have carefully read and understood the terms and conditions of the RFP and the conditions of the contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.
5. The information contained in this proposal or any part thereof, including its exhibits, schedules, and other document(s) delivered or to be delivered to DVET, is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead DVET as to any material fact.
6. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 2.2: Organization Details

Bidder to provide the following details:

Name of Organisation		Reference: (Please submit reference page numbers for supporting documents)
Details of Primary Contact Person	Name	
	Designation	
	Address	
	Telephone No.	
	Fax No.	
	E-Mail:	
Registered Office		
Date of Incorporation (Copy of Certificate of Incorporation)		
Address of offices in India		
Number of IT resources with the organization as on xx.xx.16 (Self-Certification from Head of HR)		

Form 2.3: Organisation Project Experience

Bidders to use this format; for demonstrating, their related experience, in carrying out, similar assignments. Use separate formats for individual experience.

Reference Page Numbers in the Bid	From Page : To Page:
Assignment Name:	Approx. Value of the Contract:
Location:	Duration of Assignment (months):
Name of the Client:	Total number of staff-months of the Assignment:
Address:	Approx. value of the services provided by your firm under the contract:
Start Date (Month/Year): Completion Date (Month/Year):	No. of professional staff-months provided by associated Consultants:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Form 2.4: Affirmative Statement for Conflict of Interest

To:

The Director (Training),
The Directorate of Vocational Education & Training,
3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

Sir,

[Bidder shall furnish on its Letterhead an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with DVET.]

[Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.]

Yours sincerely,

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 2.5: Format for Self Declaration for not being blacklisted

(On ₹ 100 Non Judicial Stamp Paper– Submit separate declaration for consortium member, if any)

[Date]

To

The Director (Training),

The Directorate of Vocational Education & Training,

3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

In response to the RFP No. _____ dated _____ for quoting against the RFP as an Authorized Representative(s) of M/s _____, I / We hereby declare that our Company / Firm _____ is having unblemished past record and was not declared blacklisted or ineligible to participate for bidding at the time of bidding by **any State/Central Govt. or PSU** due to unsatisfactory performance, breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices.

Yours faithfully,

Authorized Signatory _____

Name _____

Designation _____

Company name _____

Form 2.6: Team Composition

Sr. No.	Name of Staff	Qualifications	Years of Experience	Area of Expertise	Position Assigned From Date

Form 2.7: Description of the approach and methodology for the project

Reference Page Numbers in the Bid	From Page :	To Page:
<p><i>Bidder to provide its approach and methodology for providing all services under the contract.</i></p>		

Form 2.8: Detailed Work plan for performing the assignment

Reference Page Numbers in the Bid	From Page :	To Page:
<p><i>Bidder to provide detailed activity and resource schedule for the entire work plan for the project</i></p>		

Form 2.9: Unpriced Bill of Material (BOM) for System Software, Third Party Software, hardware and network equipment's etc. required as per bidders' proposed solution

S. No.	Item	Make/Model	Technical Specifications	Number and details of Units / Licences
Off the Shelf and Third Party Software				
1	Database Solution Software			
2	Application Server Software			
3	Web Server Software			
4	Directory Server Software			
5	Intrusion Detection System			
6	Backup Software			
7	Antivirus Software			
8	Others... (please specify)			

Hardware				
1	Application Server			
2	Database Server			
3	Web Server			
4	Directory Server			
5	Intrusion Detection Server			
6	Others... (please specify)			
Networking Equipment's				
7	Internet Router			
8	Modems			
9	Switches			
10	Firewall			
11	Storage System			
12	Others... (please specify)			
Others (please specify)				

In case bidders wish to provide any additional documentation, brochures etc. of above, they may do so by attaching the same as clearly referenced supplemental information.

ANNEXURE 3 – FORMATS FOR COMMERCIAL BID

Form 3.1: Commercial Bid Cover Letter

(To be placed in the sealed cover containing commercial Bid)

To:

The Director (Training),
The Directorate of Vocational Education & Training,
3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

Sir,

1. Having examined the RFP document, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide the ICT services as required and outlined in the RFP for Design, Development, Implementation & Integration of web based governance system and Deployment, Operation & Management of on line stakeholders' services of Directorate of Vocational Education & Training.
2. I/ We have carefully read and understood the terms and conditions of the RFP and we do hereby undertake to provide the services as per terms and conditions mentioned in RFP.
3. We are hereby submitting our complete commercial Bid as per prescribed format.
4. Our attached Commercial Bid is for the sum of `.....
[Amount in words and figures] for the complete contract period. This amount is inclusive of all taxes & levies and is the sum total of price quoted for Component I, Component II & Component III in Form 3.3 enclosed.
5. Our Commercial Bid shall be binding upon us subject to the modification resulting from Contract negotiations, made by DVET at its discretion.
6. Each page of the Commercial Bid has been signed by the Authorized Signatory.
7. We understand and hereby accept that DVET will evaluate our Bid on the basis of Total Contract Value quoted by us.
8. I/We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the RFP document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

9. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Enclosures:

1. Form 3.2 - Commercial Bid
2. Form 3.3 - Bill of Material (BOM) for Third Party Software, Hardware, Network equipment's etc.
3. Form 3.4 – Overall Bill of Material

Price Schedule

1. I/We quote below our firm prices for the ICT services as required and outlined in the Request for Bid (RFP) for Design, Development, Implementation & Integration of web based governance system and Deployment, Operation & Management of on line stakeholders' services of Directorate of Vocational Education & Training.
2. The quoted prices include all activities required to perform the services for Design, Development, Procurement, Supply, Test, Implementation and Management of the Hardware & Network Infrastructure at DC & DR for a period specified in the RFP.
3. Our Total price offer for the entire contract period is INR _____
Amount in figures>> only. <<Amount in words>> INR _____<<
4. The above charges are inclusive of all charges, taxes, duties, levies that may be applicable.

Yours sincerely,

Dated this Day of 2016

(Signature) (In the capacity of)

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Form 3.3: Individual Bill of Material (BOM) for Software, Hardware, Third Party Software, Support etc.

Component I - Software Design, Development and Implementation of Integrated web based governance system of DVET(Mention individual line item costs excluding Support Charges)

Sr. No.	Cost Item	Unit Cost (In INR/ Man Month)	No of Units (In Man Months)	Total Amount (In INR)	
				In Figs.	In Words
I.	Software Design, Development and Implementation				
(a)	Applications Software as per project functionalities				
(b)	Reporting				
(c)	Others (Give details of each expense and justification of its applicability for the project like Quality analysis, Training and implementation, royalty, etc. costs)				
	Total (I)				
II	Maintenance Support after Go-Live (Quote Per Year Cost)	X	X		
	Total (A=I+II)				

Component II – Helpline Application, Setup and Management of 2 seater call centre

(Mention individual line item costs excluding Support)

Sr. No.	Cost Item	Unit Cost (In INR/ Man Month or Lease per month)	Total No of Units	Total Amount (In INR)	
				In Figs.	In Words
1	Helpline Application Development				
2	Helpline Agent				
3	Seating Charges with Amenities				
4	Hardware Required for Helpline				
	1. Hardware 1...				
	2. Hardware 2.... Etc.				
5	Others Items (Please Specify)				
	Total (B)				

Component III – Development, Deployment, Operation & Maintenance of online stakeholders’ delivery services system for Five years (Annual Maintenance and Other Costs for the contract period of Five years)

Sr. No.	Cost Item	Unit Cost (INR) (X)	No. of Units (Y)	No. of Years (Z)	Total Amount (In INR) (X*Y*Z)	
					In Figs.	In Words
1.	Registration & online admission of individual candidate by allotment and counselling as per admission rule of DVET		2,00,000	5		
2.	Registration of individual candidate for Examination Management System as per rule of DGET and DVET		2,00,000	5		
3.	Registration of individual candidate for Online recruitment process as per policy of DVET and GoM.		50,000	5		
4.	Registration of Private ITI for approval as per DGET and GoM rule.		50	5		
5.	Registration of Vendor for procurement management		100	5		
	TOTAL PRICE (C) =					

Form 3.4: Overall Bill of Material (BOM)

Sr. No.	Description	Rate in Figures Amount (INR)	Rate in Words
1	Component I - Software Design, Development and Implementation of Integrated web based governance system of DVET TOTAL (A)		Rupees only
2	Component II – Helpline Application, Setup and Management of 2 seater call centre TOTAL (B)		Rupees only
3	Component III – Development, Deployment, Operation & Maintenance of online delivery services system for Five years (Annual Maintenance and Other Costs for the contract period of Five years) TOTAL (C)		Rupees only
Total in Figures			
Total in Words			Rupees only

- To be submitted in Excel Format in BOQ folder
- No scanned document is allowed to be submitted for Form 3.4.

ANNEXURE 4- REQUEST FOR CLARIFICATION (RFC) FORM

Bidders requiring specific points of clarification may communicate with DVET during the specified period using the following format:

DIRECTORATE OF VOCATIONAL EDUCATION & TRAINING				
Bidder's Request for Clarification				
Name of Organization submitting request		Name & position of person submitting request	Full formal address of the organization including phone, fax and email points of contact	
			Tel:	
			Fax:	
			E-mail:	
S.No.	Bidding Document Reference(s) (Clause number/ page)	Content of RFP requiring Clarification	Points of clarification required	
1				
2				
3				

ANNEXURE 5- PERFORMANCE BANK GUARANTEE (PBG)

[Date]

The Director (Training),

The Directorate of Vocational Education & Training,

3, Mahapalika Marg, Opp Metro Cinema, Mumbai – 400001

Phone:

Fax:

Sir,

PERFORMANCE BANK GUARANTEE for services mentioned under RFP for Design, Development and Management of Comprehensive Web Portal.

WHEREAS

M/s. (name of bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a contract dated(Herein after, referred to as “Contract”) with you (DIRECTORATE OF VOCATIONAL EDUCATION & TRAINING – DVET) for providing the ICT services for Design, Development, Integration and Management of Web Based System Project.

We are aware of the fact that as per the terms of the contract, M/s. (name of bidder) is required to furnish an unconditional and irrevocable bank guarantee in your favour for an amount INR (In words and figures), being equivalent to 10% of the total contract price for Component I/Component II/ Component III of the Project as quoted in the commercial Bid submitted by the constituent and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said Component I/Component II/Component III of the contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of INR (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of three (3) months beyond the expiration of the contract period of the said Component I/Component II/Component III, subject to the terms and conditions in the said Contract.

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of three (3) months beyond the expiration of said contract period of 6 months i.e. System 'Go-Live'/12 months i.e. Call Centre Management Period/60 months i.e. Maintenance & Warranty Period as per said Contract.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:

- I. Requiring to pursue legal remedies against DVET; and
- II. For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the contract and any resentment, demand, protest or any notice of any kind.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to INR (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- I. Our liability under this Performance Bank Guarantee shall not exceed INR (In words and figure);
- II. This Performance Bank Guarantee shall be valid only up to the completion of 6 months beyond the contract period i.e. 'System Go-Live' and up to 66 months for complete solution and services; and

- III. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date of completion of the period of part contract) for the proposed ICT services for Design, Development, and Management of Comprehensive Web Portal.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2016.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

1. This guarantee will attract stamp duty as a security bond.
2. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

ANNEXURE 6 – REQUIREMENTS FROM PROPOSED SOLUTION

This document is structured in following Sections:

1. Project Information
2. Current System
3. Indicative Proposed System Overview

1. Project Information

1.1. Objective

To develop a Comprehensive Web Portal that creates a platform for Students, Parents, Teachers, Institutes, District offices, Regional offices, State Directorate, service providers, career guidance and counselling agencies, placement agencies, state and central government departments to productively and proactively engage with Trainee in the institutes towards the aim of creating employable youth within the state of Maharashtra.

1.2. Purpose of this document

This document sets forth draft baseline functional requirements for the Web Portal

1.3. Scope of this document

The objective of this document is to present to software development team the tentative requirement specifications which will form the basis for the software architecture and design.

1.4. Key Stakeholders

Candidates, Students, Parents, Teachers, Institutes, District offices, Regional Offices, Directorate of Vocational Education & Training GoM, Training Providers, Service Providers, industry, career guidance and counselling agencies, placement agencies, Department of Higher & Technical Education, GoM, Directorate of Employment & Self Employment, GoM, Directorate of Information Technology, GoM, Labour Department GoM, General Administrative Department GoM, Planning Department GoM, Finance Department GoM, Industry Department GoM, Social Welfare Department GoM, Tribal Department GoM, Minority Department, GoM, District Collectors, Various Assessing Bodies and other interest groups such as Various Survey Agencies, Research Institutions etc.

1.5. Disclaimer

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2. Current System

- 1.1** A minimal IT hardware infrastructure is available at the headquarter of DVET at Mumbai and major operations are paper based including the functional operations.
- 1.2** The field operations are managed manually by the Institutes and District offices in each of the 35 districts and sub-districts supervised by 6 divisional offices under the DVET under the supervision of Regional Joint Directors.

3. Indicative Proposed System Overview

3.1 Guiding Principle

The proposed system shall enhance the reach and effectiveness of the role played by DVET in the state of Maharashtra.

3.2 System Users

The proposed system will be used by various stakeholders for efficient implementation, monitoring and evaluation of the system to achieve maximum benefit. The key user groups have been identified as:

- a) Candidates
- b) Trainee
- c) Parents
- d) Teachers
- e) Institutes
- f) District offices
- g) Regional Offices
- h) DVET
- i) DVET officials

- j) Various Government Departments including District Collector
- k) Industry
- l) Other authenticated Agencies (CIII, FICCI, etc.)
- m) Training Providers
- n) Common citizen
- o) NGOs
- p) Placement Agencies

1.1. Indicative Expected Concurrent Connections and Visitors Per Day:

DVET expects more than 1000 concurrent Connection and 200000 visitors per day.

1.2. Technical Overview

The project, shall be deployed in '3' tier architecture model. The application architecture should follow industry standard protocols like HTTP, HTTPS, SOAP and XML for integration with backend department systems. This will enable the application to easily integrate with legacy systems and exchange information with the same. The application architecture will be divided into these layers:

The web based system to be developed should have the following capabilities.

- Usability
- Reliability
- Availability
- Serviceability
- Maintainability
- Scalability
- Security

The above characteristics are mentioned in detail in the non-functional requirements of the system.

The Web Based Software shall be based on robust and scalable 3-tiered architecture that optimally leverages the existing organizational infrastructure and efficiently stores and makes information available on demand. The system should provide scalability and redundancy both at the front-end and the back-end tier of the architecture.

The system should tie the information structure together and make the entire process of data retrieval much simpler. The system should be accessible in a secured manner via the internet / intranet by DVET employees and other users. The software should thus be accessible through different types of interfaces. The web tier should include provision for load balancing. The data storage and applications should be on a scalable database platform with provision for high availability.

The system must remain, functional and accessible to all users at all times of day and night (24x7) via Internet and intranet. The system should have adequate load-balancing features to cater to peak demands of system usage. The software must be cross-browser and cross platform accessible.

Performance of the system should not be degraded as traffic, number of users, number of content records increase. The software developer should recommend appropriate scalable architecture, suitable storage solution, system software, hardware and infrastructure required to ensure its performance as resource demand increase.

1.3. Indicative Solution Architecture

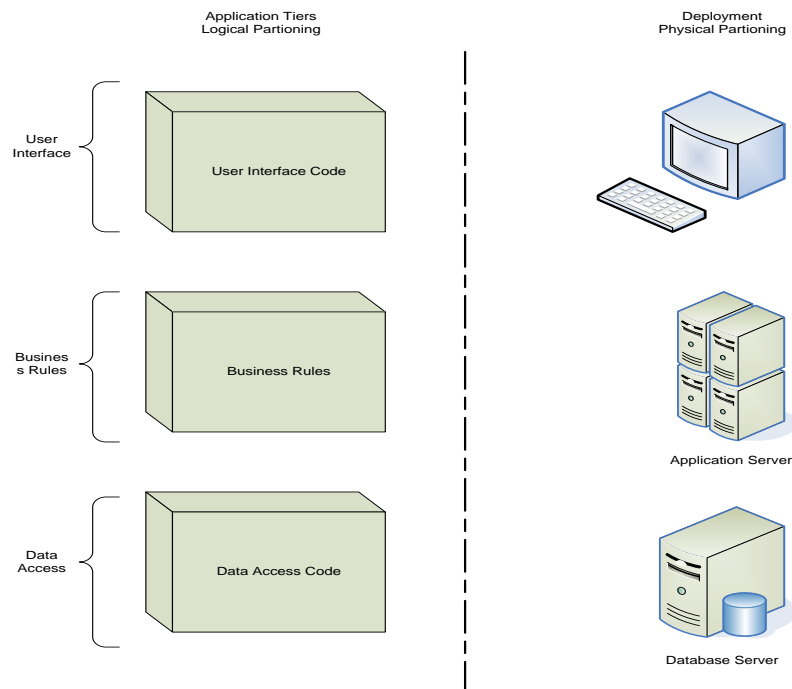
An indicative 3 tier solution architecture has been given below.

- The user interface provides means by which users would interact with the system. The user interface provides means of providing inputs to the system and receiving outputs from the system.
- The business logic would define functional algorithms which handle information flow between the user interface and the database.
- Data access would typically refer to software and activities related to storing, retrieving, or acting on data housed in a database or any other repository.

Separating the responsibilities of an application into multiple tiers makes it easier to scale the application. The basic concept of a tiered architecture involves breaking up an application into logical chunks, or tiers, each of which is assigned general or specific roles. Tiers can be located on different machines or on the same machine where they are virtually or conceptually separate from one another.

A 3-tier architecture is the most common approach used for web applications today. In the typical example of this model, the web browser acts as the client, an application server handles the business logic, and a separate tier handles database functions.

The system Logical and Physical Partitioning of the system is shown below:

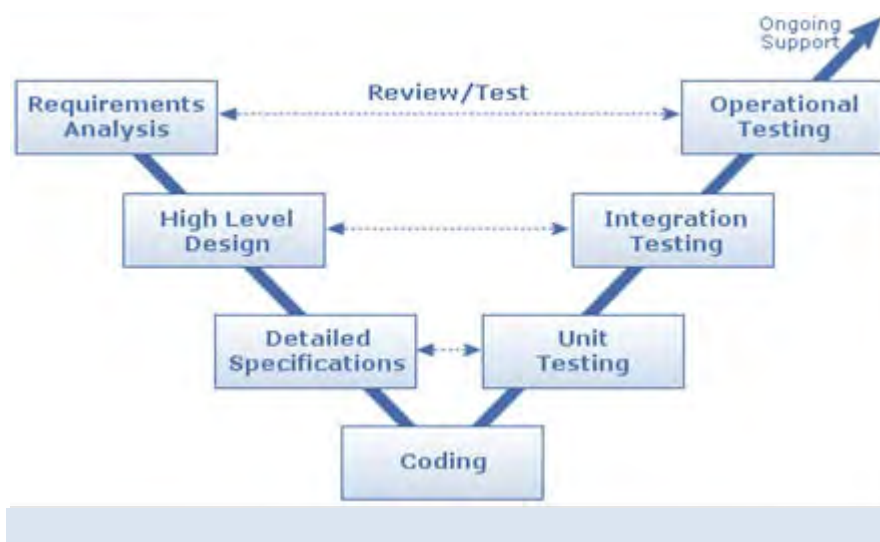


Web based applications are the ultimate way to take advantage of today's technology to enhance organizations productivity & efficiency. Web based application gives an opportunity to access information from anywhere in the world at any time. It also facilitates you to save time & money and improve the interactivity with stakeholders.

1.4. Indicative Software Development Framework

The software development framework should involve a standard Software Development Life Cycle (SDLC) methodology. Waterfall model of SDLC should be used for design and development of software.

The diagram given below depicts the various phases of SDLC, and the corresponding activities involved. The list of activities given in the diagram below is only an indicative one. The phases and associated activities are iterative: for example, changes in the scope or requirements during the development phase will necessitate repetition of previous phases. Whenever the process returns to a previous phase, it may need to do so under the proper Change Management and Control procedure. The project may cross-over into multiple phases and activities simultaneously.



ANNEXURE 7 – FUNCTIONAL REQUIREMENTS OF THE MODULES CONTEMPLATED IN THE PROPOSED WEB BASED INTEGRATED GOVERNANCE SYSTEM OF DIRECTORATE OF VOCATIONAL EDUCATION & TRAINING, MAHARASHTRA STATE.

Component – I (Design, Development, Deployment & Maintenance of Web Based Integrated Governance System of DVET)

The proposed integrated e-Governance system of DVET shall have main and sub modules so as to take care of all aspect of governance of DVET and offices and institutes under its jurisdiction.

The Integrated e-Governance system of DVET shall lead to the portal of Individual Institute, District offices, Regional offices and State Directorate.

Proposed Modules List

1. Academic Management System
2. Administrative Management System
3. Financial Management System
4. System Administration Management System

The functional requirement of main and sub modules of the proposed integrated e-Governance system of DVET shall have as follows:-

1.0 Academic Management System

1.1 Institute Information System

- 1.1.1** Institute Code, Institute Name
- 1.1.2** Name of current and past Principal, vice Principals with Duration from to Date,
- 1.1.3** Institute information with details contact address with pin code, website, e-mail, STD code, fax, phone, mobile, Type of Institute, Category of Institute, Schemes under the institute, Industry Partner, IMC details, Society registration, Bank account details, TAN, PAN, Establishment Year, Govt. approval GR no with Date, Nearest Airport, Railway Station, Bus Station with Distance, Google Map of Location,
- 1.1.4** Land and Building Information, whether owned or Private rented, if rented Name and detail contact details of owner, build-up area and rent per month or year. If owned then area of land, scan copy of Ownership Extract 7/12 or city survey report, scanned copy of site and building plan, area of Administrative Block, workshop, classroom with number of classrooms, hostel. Capacity of hostel for Boys and girls separately if available. Staff quarters available with room and total area and number of quarters.
- 1.1.5** Any other occupants with areas occupied, Name and type of uses, rent, valid agreement or not with remarks
- 1.1.6** Power supply information in Single Phase (LT), Three Phase (HT), Express feeder, whether in industrial area, sanctioned and connected load in KW, average

electricity bill per month in Rupees, Average power consumption in Units. Whether express feeder line available or not, Whether Generator Backup available, if yes the Backup capacity in KVA.

- 1.1.7** Water supply connection available through MC, Average water consumption per month/year, average water bill charges per month/year
- 1.1.8** Average Telephone bill per month/year
- 1.1.9** Type of Internet connection-Broadband/Leased Line/Mobile Broadband, Average monthly/yearly bill of internet connection.
- 1.1.10** Information about IMC, Name, Designation, Organization, Telephone, fax, Mobile, email of Chairman and other members. Status of IMC activity with responsibility matrix and date wise expenditure. Date and month of IMC meeting, copy of agenda and Minutes. Details of Bank and accounts with head wise expenditure on Machine & Equipment's, civil works, contractual services, professional services and other expenditure since opening of IMC accounts, year wise Audit status, Year wise balance sheet
- 1.1.11** IMC approval Date with copy of minutes, Name of Trade, No of Units approved by GOM, Scheme under which trade approved, Govt. approval GR no. and Date with copy of approval, unit wise instructor post sanctioned or not if yes Govt. approval no and date with copy of approval. No. of Units affiliated with shifts and unit size.
- 1.1.12** Total approved post, vacant and filled post
- 1.1.13** Academic calendar (Institution/DVET)
- 1.1.14** Institutional timetable trade /year/unit/shift wise.
- 1.1.15** Curriculum implementation
- 1.1.16** Curriculum implementation monthly report
- 1.1.17** PTA: (parent teacher activity)
- 1.1.18** Student performance communication to parents
- 1.1.19** Feedback from industry for continuous curricular revisions, Transcripts
- 1.1.20** News bulletin – Institutional
- 1.1.21** Counselling: Career/ higher studies
- 1.1.22** Academic audit/Inspection (internal and external)
- 1.1.23** Sports activities
 - 1.1.23.1** List of activities
 - 1.1.23.2** Fees
 - 1.1.23.3** Winners and awardees
 - 1.1.23.4** Prizes
 - 1.1.23.5** Student council/ gymkhana
 - 1.1.23.6** List of co-curricular, extra-curricular, sports and cultural activities for current academic year
- 1.1.24** Seminars/ conferences organized
- 1.1.25** Linkages with professional bodies

- 1.1.26** National social scheme (NSS) information, list of students and its financial management
- 1.1.27** LOKESAVA/TRAINING ON DEMAND/HUNNER SE ROJGAR/POTS/MES/PPP schemes information/ Revenue generation.
- 1.1.28** Complaint management mechanism
- 1.1.29** Class/ faculty re-allocation
- 1.1.30** Student exam. Performance statistical report
 - 1.1.30.1 Passed
 - 1.1.30.2 Failed
 - 1.1.30.3 Ex. Students
- 1.1.31** SCVT/NCVT exam.- student performance
- 1.1.32** Canteen facility
- 1.1.33** Housekeeping of institute.

1.2 Trade Information System

- 1.2.1** No of Trade Approved/reapproved and affiliated/de-affiliated /Transfer in the institute with G.R Detailed.
- 1.2.2** No of units, Available shift, details, duration of trade
- 1.2.3** Name of Instructor, No of Trainee admitted.
- 1.2.4** Inventory detailed of Trade
- 1.2.5** Raw material and utilization of raw material

1.3 Affiliation Information System

- 1.3.1** Accreditation Criteria for Government and Private Industrial Training Institutes Seeking NCVT Affiliation.
- 1.3.2** Guidelines of Filling Online Application
- 1.3.3** Progress Card for Craftsmen Training Scheme - Engineering / Non Engineering Trades.
- 1.3.4** Space Requirement of ITI's and various Trades under Craftsmen Training Scheme.
- 1.3.5** Staff Details for ITI's, Teaching Learning Process etc.
- 1.3.6** Power Supply Norms.
- 1.3.7** Standard for Machinery, Tool and Equipment.
- 1.3.8** Norms for Engineering and Non - Engineering Trades under Craftsmen Training.
- 1.3.9** List of Documents to be uploaded.
- 1.3.10** Sample Quality Manual.
- 1.3.11** Frequently Asked Question.
- 1.3.12** Complaints/ Appeal Procedure
- 1.3.13** Latest DGET Tools list for filling up the Tools & Equipment's Page in QCI Application
- 1.3.14** Format for Web-site for Government and private ITI's.
- 1.3.15** ITI Assessment Feedback Report.

- 1.3.16** Instructions for the institutes for Site Visit Preparation.
- 1.3.17** Intimation by the institute on refusal / deferment of site-visit/inspection of Govt/Pvt.

1.4 Training System

- 1.4.1** Facility to choose training type like AVTS, HI-TECH Training Scheme, CTS, ATS, CTI, ATI, Pre-SSC, +12 Vocational Education, +12 Bifocal, MSBVEE and tailor made training programs .
- 1.4.2** Allotment of training providing institute/agency and instructor/teachers/ professionals.
- 1.4.3** Facility to track continuous assessment & counselling progress – schedule, content coverage & completion.
- 1.4.4** Facility to track employability skill training progress – schedule, content coverage & completion.
- 1.4.5** Facility to track core skill training progress, schedule, content coverage, competence measurement & completion tracking.
- 1.4.6** Facility to track attendance of trainees.
- 1.4.7** Integration with biometric attendance system.
- 1.4.8** Integration with e-learning environment system.
- 1.4.9** Integration with examination system.

1.5 Time Table and Training Scheduling System

- 1.5.1** Trade wise, Batch wise, shift wise timetable preparation as per availability of classrooms and workshops
- 1.5.2** Teachers Load – Hours planned, Hours actual.
- 1.5.3** Creation of Batches.
- 1.5.4** Time Management for Training.

1.6 Lesson & Demo Plan information System-

- 1.6.1** Split-up of Theory/ Practical Syllabus Daily, weekly, monthly trade/course wise.
- 1.6.2** Preparation of Skill competency database related to trade/course.
- 1.6.3** Preparation of list of skills & knowledge as per lesson/demonstration plan.
- 1.6.4** Standardization of Lesson /Demonstration plan as per curriculum trade/course wise.
- 1.6.5** Preparing Job evaluation record of trainees.
- 1.6.6** Preparation of Various PPT as per curriculum trade/course wise.
- 1.6.7** Preparation of various animations/ simulation's related to lesson/demo plan.
- 1.6.8** Preparation of PPT on Personality development, 5'S, Kaizen, TQM etc.

1.7 Workshop & Classroom information System

- 1.7.1** Availability status of classroom & workshop.
- 1.7.2** Time Duration of classroom and workshop engage.
- 1.7.3** Classroom wise bench availability status for exam purpose.
- 1.7.4** Integration with examination Management system
- 1.7.5** Layout of workshop for proper installation of equipment's & machinery.

1.8 Library System

- 1.8.1** Facility of Searching of Text Books, Reference books, Various Manuals/ Journals/reports etc.
 - 1.8.1.1** Title wise
 - 1.8.1.2** Author wise
 - 1.8.1.3** Index wise
- 1.8.2** Identification system of ID cards.
- 1.8.3** Master entry facility.
- 1.8.4** Management of student/staff defaulters, penalties, etc.
- 1.8.5** List of Projects/Job of Trainee.
- 1.8.6** Online book management.
- 1.8.7** Internet Facility
- 1.8.8** Reading room Facility
- 1.8.9** Networking of libraries of other institutions Enrolment numbers.
- 1.8.10** Digital Library

1.9 Evaluation, Results & Certification System

- 1.9.1** Grant of provisional certificate
- 1.9.2** Integration with counsellors/evaluators/assessors and examination management system
- 1.9.3** Integration with trainers/training agencies management system
- 1.9.4** Integration with online evaluation system selected by DVET;
- 1.9.5** Allocation of Evaluation Centre's
- 1.9.6** Collection of Theory/Practical exam papers from exam center's
- 1.9.7** Notification of date, time & location of evaluation
- 1.9.8** Notification of permission for evaluation.
- 1.9.9** Attendance of Paper checkers and Moderators
- 1.9.10** Record of evaluation paper, tasks etc.
- 1.9.11** Record of answer sheets etc.
- 1.9.12** Declaration of Result
- 1.9.13** Reassessment procedure

1.10 Trainee Profile System

- 1.10.1** Students profile (social/health/Education).
- 1.10.2** Attendance record
- 1.10.3** Leave record management (Medical/ Casual/Other)
- 1.10.4** Notices issued for less attendance/misconduct/ other reasons
- 1.10.5** Detention/Withdraw of admission of student.
- 1.10.6** Scholarships from social welfare, tribal, minority dept.
- 1.10.7** Concessions: financial concessions/ facilities/ free-ship available for various categories e.g. economically backward.
- 1.10.8** Record of Participation in Skill Test/Projects / Quiz's and Group Discussions
- 1.10.9** Record of Participation in sports, and extra-curricular activities
- 1.10.10** Tours: Educational, Industrial visit etc.
- 1.10.11** Short term course required, completed etc.
- 1.10.12** Student feedback: anonymous/non-anonymous
- 1.10.13** Grievance management
- 1.10.14** Misconduct/indiscipline cases
- 1.10.15** Noteworthy/outstanding achievements of the trainee
- 1.10.16** Scholarships sponsored by industries for trainee
- 1.10.17** Training and Placement information of the trainee
- 1.10.18** Graphical Statistics of individual as well as all the trainees
- 1.10.19** Individual Student report
- 1.10.20** Summary Report
- 1.10.21** Assessment Results comparison report
- 1.10.22** Integration with other peripheral systems

1.11 Recommendation & Feedback System

- 1.11.1** Feedback on quality, management etc. of institute
- 1.11.2** Feedback on training experience – quality, management etc.
- 1.11.3** Feedback on placement process experience with employer.
- 1.11.4** Feedback on placement process experience with placement agency.
- 1.11.5** Feedback on placement process experience with job fair organization.
- 1.11.6** Feedback on placement process experience with campus placement.
- 1.11.7** Feedback on the job experience during handholding period – job quality & employer.
- 1.11.8** Feedback on self-employment experience.
- 1.11.9** Feedback on evaluation.
- 1.11.10** Integration with trainers/training agencies management system.
- 1.11.11** Integration with counsellors/evaluators/assessors/examination management system.
- 1.11.12** Integration with maharojgar portal.
- 1.11.13** Integration with DGET portal.

1.11.14 Notification of response through sms/e-mail.

1.12 Industry Institute Interaction System

1.12.1 Formation of IMC.

1.12.2 Preparing Schedule for Monthly/Quarterly/Annual meetings

1.12.3 Arranging Industrial visits and Job fair with the help of industry

1.12.4 MoU between Industry and ITI.

1.12.5 Technological interaction between industry and institutes.

1.12.6 Adoption of ITI /trade by industry partner.

1.12.7 Requirement analysis of industry

1.12.8 Integration with other required submodules of academic management systems

1.13 Demand-Supply Gap System

1.13.1 Shall provide on line platform for feeding field level survey data;

1.13.2 Shall provide application tool for survey data analysis;

1.13.3 Shall maintain sector wise, territory wise skill demand supply data base;

1.13.4 Shall facilitate preparation of skill development plans;

1.13.5 Shall facilitate preparation of training development plans;

1.13.6 Shall facilitate formulation of skill development policy and schemes;

1.13.7 Shall be integrated with scheme implementation and monitoring system;

1.14 Skill-Gap Analysis System

1.14.1 Shall provide on line platform for feeding skill set requirement as per National Occupational standards ;

1.14.2 Shall maintain sector wise skill demand data base;

1.14.3 Shall provide application tool for skill-gap data analysis;

1.14.4 Shall facilitate preparation of skill-Gap development plans;

1.14.5 Shall facilitate preparation of training development plans as per skill gap;

1.14.6 Shall be integrated with training system, Trainee Profile System and scheme implementation and monitoring system;

1.15 Student Services System

1.15.1 Shall provide the academic services to students

1.15.2 Shall be integrated with student management system

1.15.3 Shall be integrated with training other sub-systems of academic management system

1.16 Teacher Services System

1.16.1 Shall provide academic facilities to teachers

1.16.2 Shall be integrated with various modules of teachers for academic management

1.16.3 Shall be integrated with training system

1.17 Parent Services System

1.17.1 Shall provide student performance to parents

1.17.2 Shall provide institute performance information to parents

1.17.3 Shall be integrated with student management system

1.18 Society Services System

1.18.1 Shall provide various services available for society

1.18.2 Shall provide collaboration with the society

1.19 Academic Performance Analysis System

1.19.1 Shall provide tools for analysis of academic performance based on predefined KPI

1.19.2 Shall be integrated with Teacher and student management systems

1.20 Placement System

1.20.1 Shall Provide interface for registration of employer

1.20.2 Shall provide access to profile of students to industry

1.20.3 Shall provide tools to match the requirement of the industry as per their job profile

1.20.4 Shall Provide to shortlist students for selection process

1.20.5 Shall provide to communicate with the selected students for sending the call letters

1.20.6 Shall be integrated with Skill-Gap analysis system

1.20.7 Shall be integrated with training and examination management system

1.21 Apprenticeship Training System

1.21.1 Request for Registration

1.21.2 Registration of Establishment (Survey/Resurvey)

1.21.3 Shall be integrated with student management and training system for engaging existing students under ATS

1.21.4 Registration of fresher candidates as per eligibility of trade/course of apprenticeship

1.21.5 Contract of Apprenticeship Training

1.21.6 Renewal of Contract of Apprentice

1.21.7 Extension of Apprenticeship Training Period

1.21.8 Termination of Contract of Apprentice

1.21.9 Record Half Yearly Attendance of Apprentice

1.21.10 Record Candidate Application details for AITT

1.21.11 Generate Eligibility Certificate

1.21.12 Generate Hall Ticket

1.21.13 Record Candidate Marks Information

1.21.14 Print NAC Certificate

1.21.15 Configure Alert for Discrepancy in Apprentice Engagement

1.21.16 After the completion of Apprenticeship of trainee, he/she will be placed in industry/company or setup his own business.

1.21.17 Shall be integrated with training and placement systems.

1.22 Alumni System

1.22.1 After successfully completion on SCVT/NCVT and the trainees are placed in industry/company it should get registered in Alumni System.

1.22.2 Events and get together of Alumni.

1.22.3 Blogs and Forums for alumni.

1.22.4 Shall provide to update the further employment and up skilling details

1.22.5 Shall Provide to update success story of individual alumnus

2.0 Administrative Management System

2.1 Complete and end to end e- Office System: DVET contemplates creation and establishment of a comprehensive, robust, secured and scalable intranet based e-workspace covering end-to-end standard operating procedures (SOP) across the vertical and horizontal hierarchy of DVET and linked with field level functionaries at divisional, district and tahsil levels.

2.1.1 Identification and documentation of all Government Resolutions, Circulars, Orders, Guidelines, policies pertaining to Vocational Education & Training issued/adopted by Government of India as well as Government of Maharashtra – real time updated version;

2.1.2 Ability to identify and link role players across the DVET structure;

2.1.3 Ability to establish dynamic responsibility matrix as per defined job descriptions assigned to different job roles;

2.1.4 Ability to manage visitors;

2.1.5 Meetings' Management;

2.1.6 Event Management;

2.1.7 Grievances Redressal System;

2.1.8 RTI Management System;

2.1.9 Corporate Affairs Management System – Governing Council, AGM etc.

2.1.10 Statutory Reports Management System – Charity Commissioner, IT etc.

2.2 Workflow System:

2.2.1 Complete automation of Inward-Outward System

2.2.2 Ability to incorporate standard nomenclature for automatic generation of unique inward-outward reference number generation;

- 2.2.3 Ability to incorporate standard nomenclature for auto generation of functional section wise file number;
- 2.2.4 Complete automation of the data entry process;
- 2.2.5 Electronic communications and approval process;
- 2.2.6 Automated and predefined work flow;
- 2.2.7 Instant facility for note sheet creation & modifications with track record at every stage;
- 2.2.8 Facility of inserting graphical analysis and linking enclosed attachments on the note sheet side at every stage;
- 2.2.9 Facility of endorsement of correspondence side reference page numbers on the note sheet side;
- 2.2.10 Incorporation of six bundle system;
- 2.2.11 Facility to handle online references as well as physical references;
- 2.2.12 Assign priority categorization as defined by DVET;
- 2.2.13 Auto standard endorsement facility for received references;
- 2.2.14 Electronic Work Sheets in standard format for each employee;
- 2.2.15 Assign record room life period to each reference and each document in a file;
- 2.2.16 Electronic Record Room management with auto weeding out facility;
- 2.2.17 Online creation, registration, movement & archival of files;
- 2.2.18 Maintenance of history of changes in a document with accountability record;
- 2.2.19 Permissible secured access to references and files;
- 2.2.20 Alerts & Escalation mechanism based on assigned response time;
- 2.2.21 Electronic output generation system;
- 2.2.22 Automated daily report of references & files;
- 2.2.23 On demand tracking of references & files;
- 2.2.24 Auto linkage with references and files on like subjects;
- 2.2.25 Notifications via email regarding pending letters, new letters or reminder of action to be taken;
- 2.2.26 Validation Check & Hierarchy to be maintained;
- 2.2.27 All Employees / concern persons to sign documents digitally;

2.3 HR Establishment System (HRES): Based on BPR exercise undertaken in DVET, HRES shall include -

- 2.3.1 Recruitment process management system having end to end procedure and approval mapping of recruitment of employees;
- 2.3.2 E-Career File for every individual Employee with chronological arrangement of note sheet and correspondence side;
- 2.3.3 E-Career File shall have Employee Service book as annexed – with edit log including change description, competent authority digital signature and date of change
- 2.3.4 Unique employee code for each functionary;

- 2.3.5 Legacy data for 20000 personnel, which need to be inputted in to database
- 2.3.6 Family profile of employee.
- 2.3.7 Shall have facility to apply for leaves and on duty services with approval system and integration to attendance management system
- 2.3.8 Shall have Leave Details (C/L, E/L, Medical P/L, HPA/LND/Maternity/Spl. Leave);
- 2.3.9 Shall have Leave Travel Concession function facility;
- 2.3.10 Shall have Transfer/re-allocation of job descriptions and job roles of employee;
- 2.3.11 Shall have disciplinary action management facility;
- 2.3.12 Shall have Loan / Advances (Budget Head wise) facility;
- 2.3.13 Shall have Rewards/Promotion/ Reversion / Internal Promotion/Reward Committee;
- 2.3.14 Shall have concurrent performance evaluation leading to Annual Confidential Report;
- 2.3.15 Shall have Training Details;
- 2.3.16 Shall have Assets and Liabilities;
- 2.3.17 Shall have Income Tax Details (Form No.16);
- 2.3.18 Shall have Seniority List;
- 2.3.19 Shall have Roster Point register;
- 2.3.20 Shall have Retirement Benefits;
- 2.3.21 Shall have official tour Details;
- 2.3.22 Shall have additional Charge details;
- 2.3.23 Shall have details of service qualifying exams;
- 2.3.24 Shall have background verification report upload facility;
- 2.3.25 Shall maintain e-career record available online to employees;
- 2.3.26 Shall have handover/takeover facility linked to salary processing;
- 2.3.27 Shall have bank account details of employees;
- 2.3.28 Shall have record of memos/notes issued to employees;
- 2.3.29 Shall provide facility for Employees personnel data & leave record which could be linked to standard systems;
- 2.3.30 Shall provide employees personal data such as:
 - a) Service details -
 - i) Past service details;
 - ii) Current service details;
 - b) Nominations -
 - i) G.P.F. /D.C.P.S.
 - ii) G.I.S.
 - iii) Family pension
 - iv) Any other statutory claims
- 2.3.31 Shall have following broad MIS and reports:

- a) Promotion/Reward related;
- b) Filled & Vacant positions;
- c) Seniority list – post wise, category wise, territory wise;
- d) CR reports;
- e) Roster Report;
- f) Transfer due;
- g) Office Attendance Report for all employee on Daily, Monthly & Yearly basis;
- h) Leave Record;
- i) Report for Extra Hours worked by on Daily, Monthly & Yearly basis;
- j) Daily, Monthly & yearly Early outgoing Report of all;
- k) On demand real time report on key service parameters;

2.4 Attendance System:

- 2.4.1 Shall be integrated with Bio-matrix Attendance System;
- 2.4.2 Facility to record individual attendance from anywhere;
- 2.4.3 System shall be capable to register Incoming & Outgoing time, notify the late arrival and early going & same has to be linked with leave account;
- 2.4.4 Shall provide month wise & year wise best & worst performance report for attendance of Employees along with photo on Web Site;
- 2.4.5 System shall notify for Extra Hour Worked on regular working day or holiday;
- 2.4.6 Provision for concessions for Physically Handicap person & other special employees;
- 2.4.7 Shall have bio-matrix integrated movement register for employees;
- 2.4.8 Shall be integrated with salary processing system;

2.5 Biometric Authentication System:

- 2.5.1 Shall be integrated with career record file system;
- 2.5.2 Shall be integrated with password management system;
- 2.5.3 Shall take into account assignment transfer notifications;
- 2.5.4 Shall take into account any partial/complete access lock notifications;
- 2.5.5 Shall take into account handover/take over notifications;

2.6 Salary Processing System:

- 2.6.1 Shall be integrated with Sevarth of GoM
- 2.6.2 Shall be integrated with attendance management system
- 2.6.3 Shall be integrated with Leave Record System;
- 2.6.4 Shall be integrated with disciplinary action notifications;
- 2.6.5 Shall have updated details of entitlements including any special reward;

2.7 Integration with Bank for Employee e-Payments:

- 2.7.1 Shall be integrated with salary processing system;
- 2.7.2 Shall maintain updated banking account details;
- 2.7.3 Shall notify bank(s) for RTGS transfers;
- 2.7.4 Shall send sms/e-mail alerts to employee on payment notifications;
- 2.7.5 Shall be integrated with overall accounting management system;

2.8 Employee Tax Information system:

- 2.8.1 Shall maintain authority letters for deductions;
- 2.8.2 Shall notify employees on advance tax payment dates;
- 2.8.3 Shall notify submission of details before the end of the financial year;
- 2.8.4 Shall provide the statutory information in prescribed format for facilitating tax return filing;

2.9 Post Information System

- 2.9.1 Shall provide interface for creation of post based on approval of Govt.
- 2.9.2 Shall provide interface for updating the number of post, type of post, designation, scheme under which approved, approval date, name of the organization/Institute
- 2.9.3 Shall provide interface for filled and vacant post by integrating with HRM system
- 2.9.4 Shall provide management of roster as per the rule category wise.

2.10 Post Review System

- 2.10.1 Shall provide analytical tool for review of post based on the actual required and approved post.
- 2.10.2 Shall provide to update the number of post required as per the rules and standard suggested by the Directorate.

2.11 Student Management System

- 2.11.1 Shall be integrated with academic management system of student management
- 2.11.2 Shall provide to create e-file of admitted trainee
- 2.11.3 Shall provide to maintain entry of all administrative transactions in required registers
- 2.11.4 Shall provide to create profile of admitted trainee
- 2.11.5 Shall be integrated with academic management system

2.12 Administrative Training Information System

- 2.12.1 Shall provide to create training need analysis framework
- 2.12.2 Shall provide to create training profile of employee
- 2.12.3 Create Training Event:
- 2.12.4 Create and update (can cancel, postponed) proposed training event for the employee and send intimation for training to employee (Designation, Office Wise).

- 2.12.5 Employee to apply for training as per the last date of nomination.
- 2.12.6 Authorized user to recommend the employee for training who has applied.
- 2.12.7 Intimate Forceful Nomination
- 2.12.8 Authorized user Approve the training application and the nominations.
- 2.12.9 Employee Relieved For Training
- 2.12.10 Facility to capture details of employee relieved for training.
- 2.12.11 Join After Training
- 2.12.12 Facility to employee to apply for joining after training.
- 2.12.13 Training Cost Expenditure
- 2.12.14 Facility to Department user to capture details of training cost expenditure for employee training.
- 2.12.15 TA/DA Expenditure
- 2.12.16 Facility to user to capture details T.A/DA expenditure for training.
- 2.12.17 Shall be integrated with HRM systems

2.13 Administrative Performance Analysis System

- 2.13.1 Self-assessment report of employee.
- 2.13.2 Reporting officer to assess the self-assessment of the employee.
- 2.13.3 Write the confidential report.
- 2.13.4 User to print CR after assessment and upload hand written CR.
- 2.13.5 Reviewing officer to submit his review on confidential report.
- 2.13.6 Send intimation to view and download reviewed CR to concern employee and CC to concern office.
- 2.13.7 View details of CR received to employee.
- 2.13.8 Apply for representation on CR received from the processing officer.
- 2.13.9 Give comment on representation application received from employee.
- 2.13.10 Update CR gradation and removal of remarks after reviewing recommendation from reviewing officer.

2.14 Employee Posting/Transfer System

- 2.14.1 Designated user of each office to generate a transfer due list.
- 2.14.2 Send email to the employee that he is on the transfer due list.
- 2.14.3 Location preferences for the transfer.
- 2.14.4 Employee to register a request for transfer.
- 2.14.5 Same process for approval.
- 2.14.6 Generate transfer due list after getting location preference.
- 2.14.7 Generate request transfer list.
- 2.14.8 Generate proposal of transfer.
- 2.14.9 Upload the approved transfer order.
- 2.14.10 Generate the order for transfer.

- 2.14.11 Generate a movement order for the employees who are to be transferred.
- 2.14.12 Generate relieve order for the employee whose movement order is generated.
- 2.14.13 Capture the details of routine/general transfer of employee.
- 2.14.14 Capture the internal desk changes.
- 2.14.15 Shall be integrated with HRM system, recruitment management system for posting and transfer
- 2.14.16 Generate CTC (Charge Taken Certificate) of the employee who is relieved.
- 2.14.17 Generate CTC (Charge Taken Certificate) of the employee while joining the new office.

2.15 Employee Promotion System

- 2.15.1 Generate seniority report.
- 2.15.2 Send intimation to employee about generation and confirmation of seniority list.
- 2.15.3 Raise objections on draft seniority list.
- 2.15.4 Update the draft finale seniority list as per objection approved and publish the same with intimation to employee.
- 2.15.5 Enter details of vacant post and number of eligible employee for promotion consideration zone.
- 2.15.6 Generate report for eligible employee for promotion consideration zone.
- 2.15.7 Generate report for eligible employee for time bound promotion or periodic promotion (kalbadha ashwashit pragati yojana) consideration zone.
- 2.15.8 Capture the details of kalbadha ashwashit pragati yojana(periodic promotion)(Backlog entry) .

2.16 Employee Retirement Information System

- 2.16.1 Send e-mail alert to concern employee, office, Division and state regarding details of retirement, monthly (before 8, 6, 3 and 1 month of actual date).
- 2.16.2 Apply for retirement or generate notice regarding retirement.
- 2.16.3 Retirement type: list(Superannuation /Voluntary/Compulsory)
- 2.16.4 Fill form for assessing pension and gratuity after retirement
- 2.16.5 Capture details of outstanding amounts.
- 2.16.6 Generate No-Dues and no inquiry certificate at the time of retirement of employee.
- 2.16.7 Generate No dues of government quarter(if occupied)
- 2.16.8 Capture details of benefits given to employee after retirement.

2.17 Meeting Information System

- 2.17.1 Meetings conducted by DVET, Regional offices, district offices, Institutes
- 2.17.2 Pre-Meeting: It should be possible to define the following items
 - 2.17.2.1 Base Information: Meeting detail, Date, Invitee (select from address Book as well as add new), Venue, RSVP

- 2.17.2.2 Agenda of the meeting.
- 2.17.2.3 Link to previous meetings if any.
- 2.17.2.4 Based on the users selected, it should be possible to
- 2.17.2.5 Send an email to all the members invited.
- 2.17.2.6 Put an entry of invite in each of the members Scheduler.
- 2.17.2.7 Any designated allowed user can call for a meeting.
- 2.17.2.8 Meeting Minutes.
- 2.17.3 Post-Meeting: It should be possible to define the following items
 - 2.17.3.1 Member Information: Members present, Members excused, Last Minute entries.
(add information to address book)
 - 2.17.3.2 Agenda of the meeting. - Comments against each point of agenda.
 - 2.17.3.3 New points discussed.
 - 2.17.3.4 Action Items, Person responsible, due date.
 - 2.17.3.5 Mail should be generated for all members present at the time of posting of the Post Meeting information.
 - 2.17.3.6 Next Meeting on.

2.18 Legal Cases Information System

- 2.18.1 Shall assist legal cell in efficiently pursuing their operations/litigations and taking timely actions and flawless legal processes.
- 2.18.2 It should manage information of the case from initiation to final disposition, track the case from the first document is filed & note of each filed documents in the case and a record of processing of each case.
- 2.18.3 Functionality required: The Legal Case Information System should involves following processes integrated in its order of incidence
 - 2.18.3.1 Filing of Case like Civil, Criminal, Tribunal, Laboret; with all related details.
 - 2.18.3.2 Allotment/re-allotment of Dates for Judgment Attachments of all Case related Documents
 - 2.18.3.3 Attachments of all references of old important/similar case Judgments related to case Auto Reminder to concern Advocates regarding case hearing dates through Alerts Storing details about witness and Statement given regarding the Case
 - 2.18.3.4 Storing of Hearing Details and Judgments
 - 2.18.3.5 User of the System to create any Dynamic process as per the requirement of the flow of the Case
 - 2.18.3.6 Status wise Case View Appeal wise Case View Hearing wise Case View
 - 2.18.3.7 Documents filed on the case are also tracked on the system
 - 2.18.3.8 Court wise Sub Court Mapping with different States, Cities and another court wise. Court wise & Sub Court wise Judge Bench Mapping.
 - 2.18.3.9 Storing of Sub Court wise Judge Bench Transfer from one court to another court. Advance Scheduler

- 2.18.3.10 Calendar facility for Judges Duty & case wise sub court Identification.
- 2.18.4 The Legal Process Information System should involve following integrated processes and have user- friendly features and tools to help reduce time to perform various tasks
 - 2.18.4.1 Case Details: Capture Case Details of Legal Suite brought before a court like-Case no, Suit Ref No, Party Status, Case Type, Case Status, Party & Court details, Issues Contested/Relief Sought details of Plaintiffs/Defendants, their advocates etc
 - 2.18.4.2 Defaulters Details: Capture conduct details of Defaulting/Opposite Party against whom legal action is sought/Contemplated, e.g., Type of default, Default Description, Date Recall/Legal Notice Served, Identification as Bad & Doubtful Date, Provision for Bad & Doubtful, Date of Provision, Additional Provision, Write back of Provision, Steps/Advice recommended by Legal Dept./Higher Authorities., Recovered Amount, Recovered Amount Date
 - 2.18.4.3 Document Details (Case Attachments): Capture scanned images of all case wise documents and document details like-Document name, Document description, entry date and expiry date of the document related to the Contract/Transactions under dispute.
- 2.18.5 Inspections & follow up: Whenever a dispute arises in a contract/transaction, and the details of follow up actions taken by staff officials to the defaulting parties are captured like follow-up Type, Officer, Designation, Inspection Date, Location of Items/Consideration, Description of items/Consideration, Available Records, Unfavorable Features, Brief Contents of Communication, Actions/Explanations Received
- 2.18.6 Suit file checklist: Case type wise checklist before entering into Legal Suit
- 2.18.7 Suit Progress & Hearing Details: Maintenance of Suit Progress details right from serving of legal notice to the execution of judgment order & hearing details history in chronological order.
- 2.18.8 Monitoring of legal expenses: Maintenance & monitoring of case-wise historical records of legal expenses under various Heads
- 2.18.9 Compromise checklist: Case-type wise checklist before entering in to compromise/out of court settlement
- 2.18.10 Recovery Records: Maintenance of Case wise recovery records with appropriation of recovery amount to the party's account, legal expenses account, and suspense account.
- 2.18.11 Masters: A host of masters to store basic data like-Party details, follow-up Types, Staff/officials' Accountability, Suite filed Checklist, Compromise Checklist, Advocate Details, Advocates' Specialization, Court Master, Case Type Master, Case Status, Basis of compromise etc.

2.19 Field Inspection System

- 2.19.1 Online inspection report filing;
- 2.19.2 Facility to upload documents, photographs, video clips etc.
- 2.19.3 Shall be integrated with industry registration system;
- 2.19.4 Shall be integrated with scheme implementation and tracking system;
- 2.19.5 Shall feed into KRA & KPI management system;
- 2.19.6 Shall maintain update ledger of inspecting officials/agencies;
- 2.19.7 Shall be integrated with feedback management system;

2.20 Discipline and Departmental Enquiry Information System

- 2.20.1 Shall allow to register complaint or misconduct of employee
- 2.20.2 Shall allow to issue memo/show causes to erring employee
- 2.20.3 Shall allow to register primary enquiry committee and issue primary enquiry order
- 2.20.4 Shall allow to upload primary enquiry report with relevant documents
- 2.20.5 Shall allow to process the case for further action and approval to higher authority
- 2.20.6 Shall allow to record the charges against the erring employee and shall create the charge sheet for further action
- 2.20.7 Shall allow to appoint the enquiry & Presenting officer of the case with workflow and approval of higher authority
- 2.20.8 Shall allow to upload the enquiry report
- 2.20.9 Shall allow to update the punishment to erring employee.
- 2.20.10 Shall allow to track the status of enquiry at each stage
- 2.20.11 Shall allow to record the action taken report against erring employee

2.21 Right-to-Information & Grievance Management System

- 2.21.1 Should support 2 layered structures for RTI Applications at Public Information Officer & Appellate officer as defined by the DVET
- 2.21.2 The RTI application first time goes to PIO requesting information related issues. The information should be provided by PIO within specified 30 days of the receipt on acceptance of RTI application.
- 2.21.3 The system should provide Rights to Information Framework and Grievance Information System
- 2.21.4 Grievances can be registered with relevant papers attached to it. It will be routed automatically to the concerned person/ office / institute. The following options should be provided to effectively aid grievance redressal process. The module should have following major functionalities.
 - 2.21.4.1 Grievance Registration

- 2.21.4.2 A unique ID to be generated for every grievance registered to enable easy tracking of the any grievance.
- 2.21.4.3 Grievance Receipt: A grievance Receipt to be given to the aggrieved as a physical proof of having received the grievance.
- 2.21.4.4 Intimation of the Status, Action Taken, and Officer Remarks etc. to be made available.
- 2.21.4.5 Grievance Redressal by auto-escalating the pending grievances, the system should make sure that no grievance goes unnoticed and help reduce grievance Redressal time.
- 2.21.4.6 Complaints Monitoring: Various MIS reports & views should be created to monitor the status of Grievances.
- 2.21.4.7 Different Communication Modes to be Supported by Fax, by Phone, by Post, by e-Mail, through website and in Physical Form (In Person) Application Redressal System
- 2.21.4.8 Applications of any Bureau/subject should be accepted through this system and routed to concerned officer for reply. Their scrutiny remarks/replies should be stored with the application with date & time stamp. Real-time information of the applications status to be made available to all parties concerned.
- 2.21.5 The module should have following major functionalities:
 - 2.21.5.1 Application Registration
 - 2.21.5.2 Application Receipt
 - 2.21.5.3 Intimation of the Action Taken & Status
 - 2.21.5.4 Application Redressal (Work flow)
 - 2.21.5.5 Application Monitoring
- 2.21.6 The applicant should have access and can keep track of his/her application online anytime from anywhere. Applications should be handled with a pre-defined workflow.
 - 2.21.6.1 Application Submission at the Centralized Cell
 - 2.21.6.2 Application Acceptance Receipt by the Centralized Cell
 - 2.21.6.3 Application automatically routed to the concern office. Assignment Tracking System
 - 2.21.6.4 Intra-Bureau or Inter-Bureau Assignments to be given for a particular Grievance/Application/Query and details of assignment should be captured with approximate completion date.
 - 2.21.6.5 Grievance / Application Specific Assignments should also be given and linked with them in such a manner that, unless the assignment is complete the application cannot be passed on to the next officer.
- 2.21.7 The following major functionalities should be covered under the Assignment Tracking System:
 - 2.21.7.1 Assignment Allocation / Waiver / Completion Action on Assignment
 - 2.21.7.2 Assignment Status Monitoring Sub-Assignment / Assignment Division

- 2.21.8 All the tasks should be assigned a deadline. Query & Content
- 2.21.9 All organizational circulars, memos, reference manuals etc should be stored digitally for a quick and easy referral.
- 2.21.10 Ready Reference Library of All Type of Content Easy Parametric & Text based Search
- 2.21.11 Content Secrecy is maintained during Download and Printing of Documents
- 2.21.12 Common features to be provided;
 - Work Flow Management Information: Grievance / Application should be handled through a Predefined (Automated) or Dynamic Workflow as per the organizational hierarchy. Auto-Escalation to the higher level should be supported to ensure timely Redressal.
 - Action Taken, Officer Remarks, and Status for every Grievance / Application should be easily tracked using their Unique ID using any communication modes
 - MIS Reports & Top Level Management Views to Track Employee Efficiency Bar-coded Receipt of Grievance / Application
 - Communication Modes Supported (Fax, Phone, e-Mail, Post...) Attach n-number of Documents to a Grievance or an Application
 - All Standard Types of Attachments Supported (DOC., PDF, XLS, JPG, BMP...)
 - Bi-Lingual
 - User Friendly and Uniform User Interface Across Delivery Channels

2.22 Citizen Charter Information System

- 2.22.1 Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money. This also includes expectations of the Organization from the Citizen for fulfilling the commitment of the Organization.
- 2.22.2 The term 'Citizen' in the Citizen's Charter implies the clients or customers whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens but also all the stakeholders, i.e., citizens, customers, clients, users, beneficiaries, other Ministries/ Departments/ Organizations, State Governments, UT Administrations etc.
- 2.22.3 Citizen's Charter is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the Organization and its clients.
- 2.22.4 Citizen's Charter should have the following components :-
 - 2.22.4.1 Vision and Mission Statement of the Organization
 - 2.22.4.2 Details of Business transacted by the Organization
 - 2.22.4.3 Details of 'Citizens' or 'Clients'

- 2.22.4.4 Statement of services including standards, quality, time frame etc. provided to each Citizen/ Client group separately and how/ where to get the services
- 2.22.4.5 Details of Grievance Redress Mechanism and how to access it
- 2.22.4.6 Expectations from the 'Citizens' or 'Clients'
- 2.22.4.7 Additional commitments such as compensation in the event of failure of service delivery.
- 2.22.5 The system shall provide following road map to formulate the Citizen's Charter in Organization :-
 - 2.22.5.1 Setting up of a Task Force in the Organization to formulate the Citizen's Charter
 - 2.22.5.2 Identification of all stakeholders in the Organization and major services provided by Organization;
 - 2.22.5.3 Setting up of a Core Group in the Organization consisting of representatives from all stakeholders which inter-alia may include Top Management, Middle Management, cutting-edge level, staff representatives, strategic partners, Customers/ Clients etc.;
 - 2.22.5.4 The Core Group shall oversee the formulation of the Citizen's Charter and approve it. It shall monitor its implementation thereafter.
 - 2.22.5.5 Consultation with Clients/ Stakeholders/ Staff (Primarily at cutting-edge level) and their representative associations;
 - 2.22.5.6 Preparation of Draft Citizen's Charter;
 - 2.22.5.7 Circulation for comments/ suggestions
 - 2.22.5.8 Modification of Charter to include suggestions.
 - 2.22.5.9 Submission of draft Charter to Department of Administrative Reforms and Public Grievances
 - 2.22.5.10 Consideration of the Charter by Core Group
 - 2.22.5.11 Modification of Charter by the Ministry/ Department on the basis of suggestions/ observations by the Core Group
 - 2.22.5.12 Approval by Minister-in-charge
 - 2.22.5.13 Formal issue/ release of Charter and putting up on website
 - 2.22.5.14 Sending copies to People's Representatives and all stakeholders
 - 2.22.5.15 Appointment of a Nodal Officer to ensure effective implementation.

2.23 Stake Holders Feedback System

- 2.23.1 Individual user corner for feedback on experience of service provided by the stakeholders, satisfaction on assessment & counselling, training, placement, employer experience etc.
- 2.23.2 Individual stakeholders' feedback on implementation and monitoring of the scheme;
- 2.23.3 Shall be integrated with stakeholder registration, scheme implementation and tracking and field inspection management systems;

2.23.4 Shall deliver feedback on the output of stakeholders on assigned responsibilities;

2.24 Decision Analysis System

2.24.1 Shall Provide to select Inputs of Transaction level data ;

2.24.2 Shall Provide Interactive interface Processing;

2.24.3 Shall provide Outputs for Decision analysis

2.24.4 Shall collect relevant knowledge and make it available wherever and whenever it is needed

2.24.5 Shall support business processes and management decisions

2.24.6 Shall also link the DVET to external sources of knowledge

2.24.7 Shall support processes for acquiring, storing, distributing, and applying knowledge

2.25 Communication System

2.25.1 Shall provide communications planning for determining the information and communications needs of the stakeholders.

2.25.2 Shall provide Information distribution for making needed information available in a timely manner.

2.25.3 Shall provide Performance reporting for collecting and disseminating performance information.

2.25.4 Shall provide Administrative closure for generating, gathering, and disseminating information to formalize phase or project completion.

2.25.5 Shall provide integrated messaging system at all level of the DVET

2.25.6 Shall provide sent message, received message, read and unread message

2.25.7 Shall provide to send the attachment of any file format of specified size

2.25.8 Shall provide the tracking of message with standard time and date stamp

2.25.9 Shall allow integration with social media sites

2.25.10 Shall be integrated with Online Dialogue & Chat Support System

2.26 Visitor Information System

2.26.1 Shall support to Improve the efficiency of the visitor Check IN Process

2.26.2 Shall allow to Monitor visitor traffic and waiting times

2.26.3 Shall provide Effective Verification of visitors Helps in Prior Planning for Resource booking

2.26.4 Shall provide Visitor Categorization

2.26.5 Shall provide Better control over visitor movements

2.26.6 Shall provide Restricted accessibility to visitors, Restriction of visitor to various zones on the premises

2.26.7 Shall help for Safe guarding important locations on the premises

2.26.8 Shall provide Complete visitor movement tracking

2.26.9 Shall provide restricting unauthorized entry.

3.0 Financial Management System

3.1 Planning & Budgeting System

- 3.1.1 This system shall support DVET to perform Pre and Post Budgeting Activities in online mode for the DVET and its regional offices and its Govt. Institutions. The System will also support DVET for monitoring of physical and financial progress of different works/schemes;
- 3.1.2 Scope of work for the project is limited only to Automation of back office operations of DVET including the budgeting, finance, accounts, procurement, payroll etc;
- 3.1.3 The system should provide to create the major and minor head of the budget for state and district plan scheme wise & object wise;
- 3.1.4 The System should provide to update the write-up of the plan and non-plan schemes
- 3.1.5 The system should provide to create a demand for outlay for yearly plan & non plan budget by calculating the approximate cost of required machinery and ongoing & proposed civil works for plan budget and by calculating the approximate cost of committed expenditure on salary & allowances of staff and estimate of contingency expenditure for non-plan budget;
- 3.1.6 The system should allow current and next year estimate of committed expenditure submitted to Government;
- 3.1.7 The system should provide allocation of State and district plan & non plan scheme wise and object wise;
- 3.1.8 The system should provide information in required format for submitting to state government through MPSIMS for state and through DVETO to district collector for district;
- 3.1.9 The system should allow for updating the sanctioned budget for plan and non-plan at state and district level;
- 3.1.10 The system should allow for calculating scheme wise, object wise proposed and sanctioned budget difference.
- 3.1.11 The system should provide State & District plan outlay budget to be proposed through supplement demand
- 3.1.12 The system should provide information in required format for submitting supplementary demand to state government through MPSIMS for state and through DVETO to district collector for district;
- 3.1.13 The system should allow to prepare list of items to be procured and required civil work to be carried out scheme wise and object wise as per budget estimates for administrative approval after giving technical approval from the Directorate;
- 3.1.14 The system should allow to propose the release of grant scheme wise and object wise to the Government and district collector;

- 3.1.15 The system should allow to update the details of grant received on budget distribution system(BDS) from state government and district collectors;
- 3.1.16 The system should allow to review the grant 4 monthly & 8 monthly revised estimates for Re-appropriation & surrender to state government and district collectors;
- 3.1.17 The system should provide the revised estimates of plan and non-plan expenditure;
- 3.1.18 The system should provide final plan and non-plan Grant available
- 3.1.19 The system should provide for calculation of actual plan and non-plan expenditure;
- 3.1.20 The system should also provide calculation of 5 year plan based on the requirement of the Directorate.

3.2 Grant Distribution and Expenditure Information System

- 3.2.1 The system should allow to distribute the received grant scheme wise and object wise on BDS to Regional offices for further distribution to Government and Private Aided Institutions for state plan and non-plan and DVETO for District plan and non-plan;
- 3.2.2 The system should allow the institutes to update the committed & actual expenditure scheme wise and object wise;
- 3.2.3 The system should provide the review of grant distribution and control of expenditure to district offices, regional offices and DVET;
- 3.2.4 The system should provide to calculate the revised estimates of anticipated expenditure and allow for submission of 8 monthly revised estimates for re-appropriation and surrender to state government and district collectors.;
- 3.2.5 The system should provide the expenditure report in required format scheme wise and object wise to be submitted to Government and District collector;
- 3.2.6 The system should provide reconciliation of grant in given format to be submitted to AG;
- 3.2.7 The system should also provide reconciliation of grant in given format to be submitted to Government and district collectors;

3.3 Financial Management Support System:

- 3.3.1 Shall be integrated with existing accounting application of DVET;
- 3.3.2 Shall track all funds of the DVET;
- 3.3.3 Shall notify cash flow status on a daily basis;
- 3.3.4 Shall facilitate preparation of Utilization Certificates for submission to fund providers;
- 3.3.5 Shall generate requisition proposal of funds;
- 3.3.6 Shall track funds availability status under each distinct functional head;
- 3.3.7 Shall generate intra-head re-appropriation proposals;

- 3.3.8 Shall send expenditure head wise alerts on funds position below defined optimum levels;

3.4 Donation Information System

- 3.4.1 Shall be integrated with existing accounting application of DVET;
- 3.4.2 Shall track all funds of the donation to institute;
- 3.4.3 Shall notify cash flow status on a daily basis;
- 3.4.4 Shall facilitate preparation of Utilization Certificates for submission to fund donors;
- 3.4.5 Shall generate requisition proposal of funds for donation;
- 3.4.6 Shall track funds availability status under each distinct donation functional head;
- 3.4.7 Shall generate re-appropriation proposals;
- 3.4.8 Shall send expenditure head wise alerts on funds position below defined optimum levels;

3.5 PLA Account Information System

- 3.5.1 Maintenance of transactions and cash book of PLA
- 3.5.2 Reconciliation of PLA
- 3.5.3 Maintain cushion money deposit
- 3.5.4 Refund of fees to students
- 3.5.5 Trainees fee management
- 3.5.6 Defining fees structure for various trades and/or student categories
- 3.5.7 Allocate any number and any kind of fees structures, fees groups etc.
- 3.5.8 Student wise, Trade/Unit wise fees allocation
- 3.5.9 Customized fees allocation / concession to special cases of the students
- 3.5.10 Multiple Fees payment
- 3.5.11 Fees receipts and confirmation
- 3.5.12 Fees return / refund to the students
- 3.5.13 Counter Fees Collection
- 3.5.14 Advanced and cushion money deposit Fees
- 3.5.15 Student aid fund
- 3.5.16 Hostel and Mess Fees
- 3.5.17 Balance and outstanding fees
- 3.5.18 Date wise Fee Collection Report
- 3.5.19 Student wise Fee Collection Report
- 3.5.20 Fees Type wise Fees Collection Report
- 3.5.21 Unit wise outstanding fees reports
- 3.5.22 Payment details for individual student
- 3.5.23 Fee concession (approval/allotment)
- 3.5.24 Scholarship Payment details
- 3.5.25 Scholarship Amounts received by the Government
- 3.5.26 Scholarship Outstanding Amounts

3.5.27 Report or Information required to fill up the information on the government scholarship portal

3.6 DDO Account Information System

- 3.6.1 Maintenance of transactions and cash book of DDO
- 3.6.2 Reconciliation of DDO account
- 3.6.3 Receipt and payment detail scheme wise head wise
- 3.6.4 Current balance status of DDO account
- 3.6.5 Cash in hand details
- 3.6.6 GAR 34
- 3.6.7 TA Claim Expenditure Form
- 3.6.8 Travel Allowance Bill
- 3.6.9 GAR 30 Abstract Contingent Bill
- 3.6.10 GAR 30 detailed Contingent Bill
- 3.6.11 Pre Pay Letter & Bills
- 3.6.12 GAR 29 Fully Voucher Contingent Bill
- 3.6.13 Sanction letter for Post Pay
- 3.6.14 Bills of Office Expenditure
- 3.6.15 Requisition for DD
- 3.6.16 Medical Reimbursement Bill
- 3.6.17 Pay Bill Central-
 - 3.6.17.1 Contain salary expenses details
 - 3.6.17.2 Schedules for Deductions of employee working in Institute.
 - 3.6.17.3 LTC Encashment
 - 3.6.17.4 DI sheet & Data input sheet for Voucher
 - 3.6.17.5 GAR 42 form need to be filled for GPF amount withdrawal
 - 3.6.17.6 Festival Advance
 - 3.6.17.7 GPF amount Advance
 - 3.6.17.8 GPF amount Withdrawal
 - 3.6.17.9 OTA(Over Time Allowances)
 - 3.6.17.10 Due and drawn statement is the register which contain details of arrears of employees
 - 3.6.17.11 Tuition fee reimbursement form fill by employee to get reimbursement for amount incurred in tuition of his child
 - 3.6.17.12 Gratuity Refund bill fill either on death of retirement of employee
 - 3.6.17.13 LTC(Leave Travel Concession) Bill
 - 3.6.17.14 GAR 37 filled by employee to get short term advance
 - 3.6.17.15 Pay Bill Register
 - 3.6.17.16 TA Bill Register
 - 3.6.17.17 Contingent Bill Register
 - 3.6.17.18 GPF (General Provident Fund) Register

- 3.6.17.19 Medical Charges Reimbursement Bill Register
- 3.6.17.20 DI Sheet
- 3.6.17.21 TA amount Reimbursement
- 3.6.18 Cash Withdrawal details
- 3.6.19 Challan format (TR-6 form)
- 3.6.20 Valuable Register.
- 3.6.21 Fund status monitoring
- 3.6.22 Monthly Progress Chart for incurring expenditure.
- 3.6.23 Monthly Report of Reasons for Shortfall in expenditure
- 3.6.24 Quarterly Expenditure Report:
- 3.6.25 Monthly Expenditure Report
- 3.6.26 Budget Estimate/Revised Estimate Sheet
- 3.6.27 Plan /non plan budget
- 3.6.28 Shall be integrated with budgeting and grant distribution management system

3.7 Scheme wise receipt and payment System

- 3.7.1 Report on Scheme wise receipt and payment
- 3.7.2 Shall be integrated with scheme tracking and management system

3.8 Inventory Information System

- 3.8.1 Receives and inspects all incoming materials.
- 3.8.2 Maintain all stock records like dead stock register, consumable register, Goods Inwards Register, Purchase control register etc.
- 3.8.3 Track available / excess/ shortage material/ scrap/ write-off material.
- 3.8.4 Accept indent produced by employee.
- 3.8.5 Check available sanctioned fund & set priority to purchase material.
- 3.8.6 Maintain purchase process: Create Indent, Approval of tender documents , display of tender notification, Submission of vendor quotes against tenders, Tender Acceptance and selection of vendors, Notification/alerts to bidders , Generate purchase order, Create goods receipts Note, Preparation of Invoice.
- 3.8.7 Receives and inspects all incoming materials and reconciles with purchase orders;
- 3.8.8 Processes and distributes documentation with purchase orders;
- 3.8.9 Tracks damages and discrepancies on material orders received.
- 3.8.10 Delivers material to faculty and staff as per request of employee
- 3.8.11 Maintains records of all deliveries.
- 3.8.12 Receives, stores, tags and tracks surplus property.
- 3.8.13 Prepares lists for material to be sold at auction.
- 3.8.14 Receives and maintains record of approved document and confidential file.
- 3.8.15 Ships cancelled and damaged items back to vendors as appropriate.

- 3.8.16 Payment to vendor against purchase order by verifying Inspection note/payment clause.
- 3.8.17 Maintain total No. of closed request, total number of pending request to be closed once the tools & machinery are received.
- 3.8.18 monitoring the adequacy of inventory levels,
- 3.8.19 balancing this with expected demand;
- 3.8.20 taking full advantage of pricing discounts such as prompt payment discounts and other price incentives
- 3.8.21 conducting a physical review of the inventory periodically, to look for slow-moving or obsolete items;
- 3.8.22 this will reduce inventory carrying costs and improve cash flow
- 3.8.23 maintaining an awareness of the average inventory level,
- 3.8.24 keeping it to a minimum, since this is the source of carrying costs and can dramatically impact profitability
- 3.8.25 Using the financial information to ensure inventory levels are providing sufficient profitability, in particularly by monitoring the financial ratios associated with inventory, EOQ and inventory turnover.
- 3.8.26 Maintain stock classification process.
- 3.8.27 Maintain history sheet produced by staff.
- 3.8.28 Reviews inventory by category & usage to determine surplus, scrap, obsolete material & approve the same for write-off.
- 3.8.29 Accounting & performance reporting (APR) monitors write-off activity & posts adjustment to general ledger.
- 3.8.30 Shall be integrated with Write-off of Equipment, Machinery and raw material Management System, Planning & Budgeting Management System, Grant Distribution and Expenditure Management System, Procurement Management System, Revenue Generation Management System, Supplier Performance Management System;

3.9 Raw Material Information System

- 3.9.1 Store keeper insert available raw material into store raw material data
- 3.9.2 Instructor inserts available material into consumable register.
- 3.9.3 Instructor place order using order form if items are related to same trade (no flag) otherwise flag indicated whether that item is from other trade or out of raw material list.
- 3.9.4 After order placed store login consist of flash indicating instructor required some material
- 3.9.5 Store keeper check available quantity of required order
- 3.9.6 If available quantity is greater than required quantity then =OK
- 3.9.7 If available quantity is less than required quantity but not zero then = Partial

- 3.9.8 If available quantity is zero then = shortage
- 3.9.9 Store keeper assigns some or all quantity to incoming request if condition 3.9.6 or 3.9.7 and partially subtract quantity from store
- 3.9.10 If condition 3.9.6 or condition 3.9.7 is occurred then order is place in principal login
- 3.9.11 Principal approval
- 3.9.12 If principal reject the order---message to instructor and store keeper *quantity added to store availability.
- 3.9.13 If principal accept the order then message to store login about principal approval.
- 3.9.14 Storekeeper dispatch item
- 3.9.15 If condition 3.9.8 is occurred
- 3.9.16 Storekeeper placed order to supplier for that he placed order and wait for principal approval
- 3.9.17 Instructor confirm received material so that it is automatically inserted into instructor's consumable register and available quantity reduced from store data
- 3.9.18 Each time instructor consumed material; he must be entered entry of items in consumable register with practical name, number and syllabus week number.
- 3.9.19 List of available raw material
- 3.9.20 Use of raw material within one year with the help of one year data we can predict next year requirement.
- 3.9.21 Fund utilization and raw material standard purchase
- 3.9.22 Receives and inspects all incoming materials.
- 3.9.23 Receives and inspects all incoming materials and reconciles with purchase orders
- 3.9.24 Tracks damages and discrepancies on material orders received
- 3.9.25 Receives and maintains record of approved document and confidential file.
- 3.9.26 conducting a physical review of the inventory periodically, to look for slow-moving or obsolete items;

3.10 Procurement Management System

- 3.10.1 Create the tender notice through provision of template (form) with relevant fields.
- 3.10.2 Provide scope for upload of tender notice in easily readable formats (e.g. pdf, .doc etc.)
- 3.10.3 Copying/customizing data from previously published tender notifications and from excel spread sheet (standard format) at the time of preparation of the tender notice.
- 3.10.4 Select type of tender such as single, open, restricted at the time of tender notice creation
- 3.10.5 Arrange the tender schedule.
- 3.10.6 Recommend a schedule based on the value put to tender, nature of procurement, and any such parameters e.g. the time for publication of the tender notice on the e-

tendering website shall be less for items, comparatively more for work contracts, and still more for research and development related service procurement.

- 3.10.7 The tender owner must have the authority to make alterations to the defined time schedule, but not after final approval of the approving authority.
- 3.10.8 Allow online submission of the draft tender notice to competent authority for review and approval.
- 3.10.9 Support online review and approval of the draft tender notice.
- 3.10.10 The approver should be able to approve, attach comments, or reject the draft tender notice.
- 3.10.11 Display of tender notification
- 3.10.12 Allow upcoming, open, and awarded tenders to be posted on the e-Tendering application
- 3.10.13 View the Tender Notice of enlisted contractors.
- 3.10.14 In such a case, an enlisted contractor needs to log in to the system using his login ID and password to view the Notice.
- 3.10.15 Submission of vendor quotes against tenders
- 3.10.16 Tenders to be searchable by vendors
- 3.10.17 Facilitate online creation of the Tender document through provision of online template (form)
- 3.10.18 Facility for easy entry of information.
- 3.10.19 Provide scope for upload of tender document in easily readable formats (e.g. .pdf, .doc etc.).
- 3.10.20 Documents such as forms certificates and statements submitted by the bidders to be selected for use at different stages of evaluation
- 3.10.21 Allow download of tender document from the e-Tendering website without paying the tender document fee
- 3.10.22 Tender Acceptance and selection of vendors
- 3.10.23 Issue of the Tender Acceptance Notice/Letter of enlisted bidder/contractor.
- 3.10.24 Collect multiple quote from selecting supplier & process on quote.
- 3.10.25 Compare all the quotes based on the criterion.
- 3.10.26 Select the supplier who can provide the item/service to be purchased & send notification to authorized person.
- 3.10.27 Enter details of the selected vendors in the Vendor Master
- 3.10.28 Initiate creation of online login account of supplier.
- 3.10.29 Notification/alerts to bidders
- 3.10.30 The system should then be able to send out e-mails to select enlisted contractor(s) or all enlisted contractors based on the type of tender selected as single, restricted or open respectively.
- 3.10.31 The enlisted contractors (for restricted and single tenders) should be accessible through integration with the Bidder Registration module.

- 3.10.32 Generate PO based on obtained quote & purchase requisition. And forward the requisition for approval for certification. & the produce PO.
- 3.10.33 Verify all entries as per requirement
- 3.10.34 Supplier will pull order and will deliver the material
- 3.10.35 At institute login, authorized personal is made aware of the items being delivered, and has an accurate account for the price for the items to be ordered.
- 3.10.36 Purchase committee members will be responsible for Receiving the Order Forms and filling the orders.
- 3.10.37 Updates will occur on basis of delivery.
- 3.10.38 Noting any shortages, damage, empty packages of inventory.
- 3.10.39 Shall be integrated with Government e-Tendering System

3.11 Annual Contract Information System

- 3.11.1 Shall take care of all aspect of annual contract management based on SLA.
- 3.11.2 Shall be integrated with procurement management system and maintenance information system

3.12 General Contract Information System

- 3.12.1 Shall take care of all aspect of general contract management based on SLA.
- 3.12.2 Shall be integrated with procurement management system and maintenance information system

3.12.3 Maintenance Information System

- 3.12.4 Shall take care of all aspect of maintenance management based on contract agreement
- 3.12.5 Shall allow to update the breakdown details of the equipment's and machinery
- 3.12.6 Shall allow to log the complaint by generating the maintenance ticket
- 3.12.7 Shall track status of maintenance of the equipment's and machinery
- 3.12.8 Shall generate total down time of the equipment's and machinery
- 3.12.9 Shall be integrated with supplier performance analysis system, inventory management system and Procurement management system

3.13 Supplier Performance Analysis System

- 3.13.1 Create supplier Profile.
- 3.13.2 Maintain record for Ships cancelled and damaged items back to vendors as appropriate.
- 3.13.3 Track delivery schedule
- 3.13.4 Track Maintenance schedule
- 3.13.5 Shall be integrated with inventory and procurement management system

3.14 Equipment, Machinery, Raw material and Scrap Write-off System

- 3.14.1 Generate reports for a Write-off of Equipment, Machinery and proposed write off based on inventory management
- 3.14.2 Shall be integrated with inventory management system

3.15 Revenue Generation System

- 3.15.1 Shall allow to create head of revenue generation scheme wise
- 3.15.2 Shall allow to maintain payment and receipts
- 3.15.3 Shall be integrated with institute accounting system

3.16 Recovery System

- 3.16.1 Shall allow to create the case of recovery from employee, vendor, trainee, industry partner
- 3.16.2 Shall track status of receipt of recovery
- 3.16.3 Shall be integrated with institute accounting system

3.17 Claims Settlement System

- 3.17.1 Online submission of claims;
- 3.17.2 Upload facility for support documents;
- 3.17.3 Online processing of claims;
- 3.17.4 Notification of status of claims settlement;
- 3.17.5 Notification for e-transfer of money;
- 3.17.6 Integrated with accounts management system;

3.18 Land Acquisition and Construction Tracking System

- 3.18.1 This system shall support DVET for physical and financial monitoring of different land acquisition at different offices and the Govt. Institutions under DVET which also covers land acquisition tracker involving name of institute, name of land owner, area of land, price, acquisition date, status and contact details of key persons associated etc.;
- 3.18.2 The system should cover and capture all information related to construction happening in all Govt. institutions. The following information has to be captured and relevant MIS reports need to be generated for decision making purpose.
 - 3.18.2.1 Construction tracker involving name of institute
 - 3.18.2.2 Name of project
 - 3.18.2.3 Estimated price
 - 3.18.2.4 Sanction date
 - 3.18.2.5 Year wise demand
 - 3.18.2.6 Sanction of budget

- 3.18.2.7 Physical progress
- 3.18.2.8 Contact details of key persons associated etc.
- 3.18.2.9 Shall be integrated with construction tracker of Government of Maharashtra

3.19 Financial Inspection and Performance Analysis System

- 3.19.1 Shall provide a tool for verification and performance analysis of financial position scheme wise, head wise.
- 3.19.2 Shall be integrated with institute accounting system and Scheme Implementation & Tracking System

3.20 Scheme Implementation & Tracking System

- 3.20.1 Shall provide on-line dashboard to every stakeholder responsible for planning, implementation, supervision & monitoring of the scheme;
- 3.20.2 Maintain real time information on physical and financial status of implementation of each scheme;
- 3.20.3 Maintain real time information on identification, assessment, training, evaluation, certification, post-training placement etc.
- 3.20.4 Shall maintain online ledger of stakeholders' performance status;
- 3.20.5 Shall provide standard templates for designing of various vocational education & training development schemes;
- 3.20.6 Shall maintain KRA & KPI registries for the scheme implementers;
- 3.20.7 Shall be integrated with feedback management and field inspection management systems;
- 3.20.8 Shall notify and publish scheme wise, agency wise KRA & KPI outcomes;

3.21 Project Management System

- 3.21.1 Activity Manager
- 3.21.2 Activity Code: This should be self-generated, however, existing codes should be integrated.
- 3.21.3 Activity Description: Point wise activity description.
- 3.21.4 Expected Outputs: It should be able to add, expected outputs. Along with measurement criterion if any.
- 3.21.5 Outcome: It should be possible to define outcome under each activity.
- 3.21.6 Impact: Another subsection, under the activity Manager, would be the Impact on the environment due to the Activity.
- 3.21.7 Tools required: It should be possible to list the tools required for each activity.
- 3.21.8 Comments: Additionally, it should be possible for anyone to post comments on each of the activity.
- 3.21.9 Copy of the comment posted should be sent as an email to stake holders of the Activity.

- 3.21.10 ACL: Each activity should have its own ACL base for Display and Editing. The ACL shall be set at the time of creating the Activity.
- 3.21.11 Others: It should also be possible to define the following for each activity
- Scope – Community, institution, region, state or PROJECT
 - Stake Holders
 - Start of activity
 - End of activity
 - Activity Benchmark
 - It should be possible to attach pdf, excel, docx,gif/jpg file, with captions along with any of the activity fields.
- 3.21.12 Internal Revenue Generated: It should be possible to tag revenue generated for a particular activity.
- 3.21.13 IRG Projections: In the planning stage, it should be possible to document the IRG projection for the specific project on a year on year basis.
- 3.21.14 Activity Categorization:
- 3.21.15 PROJECT Base Activity
- Consultancy,
 - Training,
 - POTS,
 - Lokseva/Community Management
 - Intellectual Property,
 - Rental,
 - Others.
- 3.21.16 Activity Manager – Reports
- 3.21.17 It should be possible to generate reports for any or all activities, based on the search criterion.
- 3.21.18 The reports shall be instantaneous and based on the inputs received so far.
- 3.21.19 It should be possible to list any or all fields of the Activity based on user inputs.
- 3.21.20 Report should also be ACL based.
- 3.21.21 It should be possible to send the copy of the report in mail to any user, or sets of user.
- 3.21.22 The report should indicate clearly, date of print, name of person printing and any other relevant data.
- 3.21.23 It should be possible to print the comments as a separate information booklet.
- 3.21.24 While the initial projects to be managed under this are in the following four categories, it should be possible to define any new category
- IRG
 - POTS
 - Skill Development

- Lokseva

4.0 System Administration Management System

4.1 Unicode compliant Bilingual Support System

- 4.1.1 The application & system software must provide interface & data input in Unicode format especially in English & Marathi.

4.2 SLA Based Task Management System

- 4.2.1 KRA & KPI Development – Organizational and individual job description level;
 4.2.2 Evaluation & Feedback mechanism;
 4.2.3 Escalation & pro-active mitigation action facility;
 4.2.4 Integration with performance evaluation system;

4.3 Master Management System shall have efficient masters including but not limited to-

- 4.3.1 Job Role Master;
 4.3.2 Job Description Master;
 4.3.3 Organizational Structure Master;
 4.3.4 Category and Caste Master;
 4.3.5 Scheme Master;
 4.3.6 Course/Trade Master;
 4.3.7 Post Master;
 4.3.8 Post Scale Master;
 4.3.9 Stakeholders Masters;
 4.3.10 Output Master;
 4.3.11 Location Master;
 4.3.12 Standing Orders Master;
 4.3.13 Code Masters;

4.4 User and Role based access system

- 4.4.1 Access Management System aims to strengthen privacy and security and requires that specific records can be protectively marked in order to limit user access to individuals or specified groups. The need to retain integrity and authenticity in electronic records will require restriction of access to system functions according to user role.
- 4.4.2 Each user in the system will be commonly associated with a certain role, permitting the system to be aware of what data the user may access and what activities the user may perform within its context. User authorization can be performed only after a user is authenticated by the system, i.e. the system is aware who the user is.

- 4.4.3 It will be necessary to ensure that rights of access to information and to functions are granted to authorized individuals and groups, and withheld from unauthorized individuals and groups.
- 4.4.4 The system must allow the Administrator to limit access to records, files and metadata to specified users or user groups.
- 4.4.5 The system must allow the Administrator to attach to the user profile attributes which determine the features, metadata fields, records or files to which the user has access. The attributes of the profile will:
 - 4.4.5.1 prohibit access to the system without an accepted authentication mechanism attributed to the user profile;
 - 4.4.5.2 restrict user access to specific files or records;
 - 4.4.5.3 restrict user's access to particular features (e.g. read, up-date and/or delete specific fields);
 - 4.4.5.4 deny access after a specified date;
- 4.4.6 The system must support an access marking scheme, which allocates security categories to records, folders and users as a means of controlling access.
- 4.4.7 The system must support the allocation of users to one or more user roles, which determine allowable user access to system functions and facilities available in the system.
- 4.4.8 The system must allow all users (unless otherwise restricted by functional role) access to all electronic folders and electronic records which are not allocated an access marking.
- 4.4.9 Where full-text retrieval of record content is available, the system must ensure that a user who is not allowed access to the record cannot receive any information about the record or folder as a result of a full-text search.
- 4.4.10 The system should provide centralized and global rights management on document libraries based on standards like XRM.org
- 4.4.11 Records management solution should support archival, retention and regulatory compliance
- 4.4.12 The system must enable a systems administrator to define a set of user roles, and to assign specific functions or groups of functions to each user role.
- 4.4.13 The system must ensure that all users are allocated to one or more user role(s).
- 4.4.14 The system must be able to limit access to system functions and facilities, so that all users will only be able to carry out functions which are assigned to the user role(s) of which they are member(s).
- 4.4.15 The system should authenticate the users allowing them to perform activities in the system. This involves:
 - (a) User registration process, during which users provide personal details
 - (b) User profiling, during which users acquire specific roles in the system

- (c) User authentication which validates the authenticity of users when accessing the system, and
- (d) User authorization during which users are provided with specific access rights in the system, depending on their specific roles.
- 4.4.16 The system must perform user authentication every time a user accesses the system. All functional requirements for this facilitate the necessary functions the system must feature in order to appropriately recognize its users.
- 4.4.17 User Management should be a directory services solution based on open industry standards such as LDAP.
- 4.4.18 The system should have capability to register users as described in functional requirements for registration requirements mentioned in this document.
- 4.4.19 The system should have capacity to store personal information of registered users. Users may be able to update their personal information if required. This personal information may be used for several functionalities of the system, including reporting, automated notifications etc.
- 4.4.20 In addition, each user can be associated to a unique identifier, which can be used by the audit trailing facility of the system, in order to record all user activities, and to identify the initiator/actor of each activity. (This requirement is described in detail under Audit Requirements below)
- 4.4.21 Password Management: User Administration activities should be carried over a secured and encrypted connection i.e. using SSL etc.
- 4.4.22 The Passwords and other confidential information related to the users should be stored and transmitted in a secured and encrypted manner.
- 4.4.23 Password Management services must enforce password restrictions, which include the criteria and limitations that can be placed on passwords to increase security.
- 4.4.24 It should provide features such as periodic forced changes, not reusable, hard to guess, mixed characters, etc.
- 4.4.25 Successful user login requests should be logged for investigative purposes in case of a security breach
- 4.4.26 Audit: The system must be capable of management and control of electronic records to the standards necessary for compliance with requirements for legal admissibility, and be capable of demonstrating this compliance.
- 4.4.27 The system must keep an unalterable audit trail capable of recording all the actions that are taken upon an electronic record (s); the user initiating the action; and the date and time of the event.
- 4.4.28 The system must be able to record an audit trail of events within the system, that record:
- The function which is being applied
 - The object(s) to which the function is being applied
 - The user applying the function

- The date and time of application

- 4.4.29 The system must track and record events automatically without manual intervention, once the audit trail facility have been activated.
- 4.4.30 The system must ensure that audit trail data cannot be modified in any way or deleted by any user.
- 4.4.31 The system must maintain the audit trail for as long as required, for which the period shall be defined from time to time.
- 4.4.32 The system must ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external personnel who have little or no familiarity with the system.
- 4.4.33 The system must be able to record violations, and attempted violations, of access control mechanisms.
- 4.4.34 The system should allow the extent of audit trail tracking and recording to be user configurable, so that a systems administrator can select the functions which are automatically recorded; the system must then ensure that this selection itself is recorded and that all changes are recorded.

4.5 Digital Certificate System

- 4.5.1 The system should provide to upload the digital certificates of registered users of the system;
- 4.5.2 The system should maintain the versions and validity of the digital certificates;
- 4.5.3 The system should provide the authentication of digital certificate with the issuing authority;
- 4.5.4 The system should provide the alerts and notification to concerned user upon use of the digital certificates and status of validity of certificates;

4.6 Security System

- 4.6.1 The hardware and network equipment's shall be sized per the requirement of the IT Architecture, software application, system security, performance parameters and number of users;
- 4.6.2 Shall provide the required certifications from STQC or any CERT-In empanelled agency as per the government policy;
- 4.6.3 The system shall capture the internet protocol, mac address of the end user systems
- 4.6.4 The system shall maintain the log of all transactions
- 4.6.5 The system shall provide the facility for defining the security policy for accessing the portals
- 4.6.6 The system shall provide the alters and notifications on violation of security policy

4.7 Institute, District, Regional and State Portal Content Management System

- 4.7.1 The integrated portal shall create dynamically institute, District, regional and central state portal;
- 4.7.2 There are numerous documents being created, modified, and exchanged within and among DVET at various levels apart from the regular file transactions. The documents contain word files, spreadsheets, pictures, videos, policy documents, reports, user guides, minutes of the department and project meetings, notes etc;
- 4.7.3 Identification of all key users and their content management roles;
- 4.7.4 Ability to assign roles and responsibilities to different content categories or types;
- 4.7.5 Definition of workflow tasks for collaborative creation, often coupled with event messaging so that content managers are alerted to changes in content (For example, a content creator submits a story, which is published only after the copy editor revises it and the editor-in-chief approves it.);
- 4.7.6 Ability to track and manage multiple versions of a single instance of content;
- 4.7.7 Ability to capture content e.g. scanning;
- 4.7.8 Ability to publish the content to a repository to support access to the content (Increasingly, the repository is an inherent part of the system, and incorporates municipal search and retrieval);
- 4.7.9 Ability to search reports subject wise, date wise, creator wise, owner wise, department wise, role wise, stakeholder wise, scheme wise etc.;
- 4.7.10 Ability to categorize content subject wise, date wise, department wise, role wise etc.;
- 4.7.11 Separation of content's semantic layer from its layout. For example, the CMS may automatically set the colour, fonts, or emphasis of text;
- 4.7.12 Content Management System should be developed in such a way to provide ease of publishing a content, considering creator is not technically sound;
- 4.7.13 To be seamlessly integrated with Workflow Management System;
- 4.7.14 The CMS shall have image management capabilities with ability to capture, index, manage and store paper and image documents, with the following requirements. It should support the importing and exporting of images in formats such as XML, TIFF and PDF;
- 4.7.15 The CMS shall provide workflow capabilities with document routing and e-mail notification. The workflow may include the assembly, assignment and tracking of tasks to completion;

4.8 Site Analysis & Personalization Management System

- 4.8.1 The System must not require the installation of Software on User's personal computers other than software normally associated with web browser operation. All functional areas must employ a consistent look and feel across all functions;

- 4.8.2 The portal must comprehensively capture and exhibit knowledge concerning customer specific business process;
- 4.8.3 The portal must provide contextually relevant information and services to users in a customizable manner;
- 4.8.4 The home page should effectively exhibit the vision, strategy, scope, policy and programmes of national and state vocational education & training ;
- 4.8.5 Must relate to users – administrator as well as end user;
- 4.8.6 Must present the stakeholders services in effective manner;
- 4.8.7 Must disseminate complete information with clarity about the organizational structure, functions and responsibilities of DVET.

4.9 Role based Dashboard Management System

- 4.9.1 Facility to generate and display real time Dashboard view as per role and activity assigned to individuals/agencies/departments/stakeholders.
- 4.9.2 Should be able to generate reports in predefined format and frequency as required by the respective schemes design and sponsoring, implementing and monitoring agencies;
- 4.9.3 It should also have the capability to generate reports on need basis for the purpose of reporting, analysis and evaluation.

4.10 SMS Alerts, E-mail Alerts / Notification Management System

- 4.10.1 Shall use dedicated 5-digit short code and SMS notifications;
- 4.10.2 Shall be integral component of receiving request for services and notification of services of all the modules;
- 4.10.3 Shall integrate the web based governance system with all stakeholders for information dissemination and providing of services;
- 4.10.4 Shall form the sole medium of communication among stakeholders;
- 4.10.5 Shall be integral component of receiving request for services and notification of services of all the modules;
- 4.10.6 Shall integrate the web based governance system with all stakeholders for information dissemination and providing of services;
- 4.10.7 Selected Bidder must provide and integrate a robust e-mail solution with web based governance system;
- 4.10.8 The stakeholders should be able to receive various notification and alerts via email. Any changes in the registration or any feedback would be conveyed to the stakeholders through the email.
- 4.10.9 The system should support an automated notification mechanism, which automatically notifies its users of events of concern. For instance, users may be automatically notified when new information is made available on the website.

- 4.10.10 System would be capable of scheduling message delivery date and time both by end user and administratively.
- 4.10.11 Notification & Announcement management:
- 4.10.12 Facility to notify and broadcast information of general concern;
- 4.10.13 Facility of personal notification;

4.11 Data Migration Management System

- 4.11.1 The system must provide migration of legacy data available both in digital and physical form;
- 4.11.2 The system must be able to share data with State Govt. and Central Govt. portals;

4.12 Broadcast & Publication Management System

- 4.12.1 Facility to publish emerging opportunities for registered stockholders;
- 4.12.2 Facility to highlight availability of skilled manpower sector and trade wise;
- 4.12.3 Facility to highlight employed trainees ;
- 4.12.4 Facility to publish customized report to the industry and society ;
- 4.12.5 Use of SMAC technologies to the best extent possible to optimize the outcome of the system;
- 4.12.6 Non-IT functional users should be able to create and publish rich and personalized content directly to web sites;

4.13 Amalgamation with Peripheral SystemManagement

- 4.13.1 Facility to integrate with State Data Bank portal;
- 4.13.2 Facility to integrate with Higher & Technical Education Department, GoM portal;
- 4.13.3 Facility to integrate with maharojgar portal;
- 4.13.4 Facility to integrate with DGET NCVTMIS portal;
- 4.13.5 Facility to integrate with similar other domestic or international portals;
- 4.13.6 Facility to integrate with Social Networking Sites as recommended by DVET;
- 4.13.7 Facility to integrate with UID system;
- 4.13.8 Facility to integrate with School Education, College & University Education and Skill Development Systems;
- 4.13.9 Facility to integrate with helpline support system;
- 4.13.10 Facility to integrate with payment gateway, ISPs, mobile operators, etc.

4.14 Acclimatization & Real-Time Data Transfer Management System

- 4.14.1 Facility of online guide to support stakeholders;
- 4.14.2 Facility of instant data transfer to update the records;
- 4.14.3 Facility of pull down menus, command buttons, short-cut keys, pop-up windows and other navigation aids, wherever possible;
- 4.14.4 The system should use standard drop-down lists wherever possible for standard values to be selected by the User;

- 4.14.5 The system's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window.
- 4.14.6 The system should include a calendar tool which can be used to graphically select a date when a date field is to be used.

4.15 Instant conversation and Online Support System

- 4.15.1 Facility of call centre support;
- 4.15.2 Facility for online notification of issues;
- 4.15.3 Issue resolution notification;
- 4.15.4 Online help menu;

4.16 Online Dialogue & Chat Support System

- 4.16.1 Peer-to-peer chat system;
- 4.16.2 Online issue resolution forum;
- 4.16.3 Feedback system;

4.17 Facilitation of Advance Search Management System.

- 4.17.1 Portal interface design must answer the needs of its users. Stakeholders and citizens will approach the Portal from a number of different perspectives. The Portal design must enable a variety of approaches and respond with a number of methods for searching and linking information and services, through categorization and indexing.
- 4.17.2 The Portal shall provide metadata directories or indexes for data about the data. Metadata directories should be implemented by creating indexes and "cross-references" of the pieces of data (also referred to as data assets) contained in each of the various databases/content stores associated with the portal.
- 4.17.3 The Portal shall provide caching at multiple levels including page/sections in the page, which improves the performance of the portal, in terms of the speed at which content is delivered to users, by caching frequently accessed information.
- 4.17.4 The advance search facility shall conform to global best practices;

4.18 MIS and Reports – Financial and Operational

- 4.18.1 Support generation of reports in formats like PDF, MS Word, Text, and MS Excel etc.
- 4.18.2 Have a visual report builder/designer.
- 4.18.3 Support comprehensive set of chart types like pie-charts, bar-charts, line charts etc.
- 4.18.4 Able to provide financial and operational information about the operations in a timely and useful fashion to Support management's decision making, support the legal, regulatory and other special management requirements & Support budget formulation etc.

- 4.18.5 The system should be able to capture and produce data and information required to measure performance of department's activities as needed to support decision making.
- 4.18.6 The data storage system should be designed for analytics and reporting in mind.
- 4.18.7 Generate statistical reports as defined by Gol, GoM and sponsoring agencies;
- 4.18.8 Generate reports on multiple parameters with the form and content of reporting requirements prescribed by DVET;
- 4.18.9 Reporting services should provide for ad-hoc reporting in web version. It should allow administrators to create reporting boundaries using which ad-hoc reporting can be done by end users. It should provide customization features for reporting where user can filter on various parameters to be reported on the screen.
- 4.18.10 The MIS would be updated on a real time basis and would contain all the statutory reports that are submitted periodically to the Government.

Component III: Development, Deployment, Operation & Maintenance of on line delivery Services of DVET.

The proposed Development, Deployment, Operation & Maintenance of on line delivery services of DVET shall have following main and sub modules so as to take care of all aspect of governance of DVET and offices and institutes under its jurisdiction for overall delivery services of stakeholders.

The Integrated delivery services system of DVET shall lead to the Individual service portal and shall be integrated with WBIGS of DVET.

Proposed Modules List

1. Online Admission Management System Administrative Management System
2. Online Examination Management System
3. Online application for new Private ITI and expansion of Existing Private ITI
4. Online Recruitment Management System
5. Vendor Management System

The functional requirement of main and sub modules of the proposed integrated delivery services of DVET shall have the following functionalities:-

1. Online Admission Management System:

- 1.1. Integration with Institute, Trade Management system of WBIGS.
- 1.2. Download Information Brochure from web.
- 1.3. Creation of candidate profile as per the rules of admission.
- 1.4. Online Application Filling and its Confirmation at Application Receipt Centre.
- 1.5. Payment of Application Form Fee at ARC or by online through payment gateway.
- 1.6. Display of Provisional Merit List for Maharashtra, OMS and NRI Candidates.
- 1.7. The Merit list shall cover category wise, district wise, state level
- 1.8. Display of institute wise, trade wise, district wise, state level vacancy of seats available for admission.
- 1.9. Submission & confirmation of preference form for various admission rounds.
- 1.10. Allotment of Seat as per the admission rule
- 1.11. Rules of Reporting to the Respective ITI and Confirmation of Admission of CAP Rounds at allotted institute and submission of documents.
- 1.12. Fifth Admission Round – Counselling Round at designated multiplications at district/taluka level as per the decided rules of admission.
- 1.13. Institute Level Admission and reporting of the candidate.
- 1.14. Post Admission Activity
- 1.15. Retention Of Original Certificates
- 1.16. Fees, Caution Money And Concession Details
- 1.17. Admission Cancellation Process And Refund Of Fees
- 1.18. Hostel Accommodation
- 1.19. Conduct And Discipline

- 1.20. Action Against Ragging
- 1.21. Undertaking
- 1.22. Transfer Of Trainee
- 1.23. Integration with Messaging System
- 1.24. Alerts, notifications through E-mail, SMS
- 1.25. Integration with payment gateway
- 1.26. Integration with WBIGS and DGET NCVTMIS portal

2. Online Examination Management System:

Following procedure is carried out for Existing Examination process:

- 2.1. Registration of Trainee
- 2.2. Integration with WBIGS portal
- 2.3. Notification of registration
- 2.4. Updating the eligibility for examination
- 2.5. Allocation of exam center's
- 2.6. Generation of Hall Ticket
- 2.7. Pre Examination Planning
- 2.8. Examination Structure
- 2.9. Examination Eligibility
- 2.10. Examination Fees
- 2.11. Examination Time table
- 2.12. Appointment of Examination Controller
- 2.13. Appointment of Assessor and other supporting staff required for conduction of examination
- 2.14. Question Paper and Answer Book validation and management
- 2.15. Verification of Code on Answer sheet
- 2.16. Examination Seating Arrangement
- 2.17. Written test exam procedure
- 2.18. Distribution of Bill of material to institute.
- 2.19. Requisition of raw material as per Bill of Material
- 2.20. Appointment of Local Experts for practical examination
- 2.21. Conducting Practical Examination
- 2.22. Assessment of Jobs and recording of marks in the software
- 2.23. Submission of Theory exam papers to the Assessment center.
- 2.24. Assessment and Results generation
- 2.25. Claim settlement
- 2.26. Integration with Messaging System
- 2.27. Alerts, notifications through E-mail, SMS
- 2.28. Integration with payment gateway
- 2.29. Integration with WBIGS and DGET NCVTMIS portal

3. Online application for new Private ITI and expansion of Existing Private ITI:

- 3.1. Registration
- 3.2. Integration with WBIGS portal
- 3.3. Notification of registration
- 3.4. Updating the eligibility and uploading of required documents for Approval Process as per DGET and GoM norms
- 3.5. Generation of Acknowledgement and Call letter for Scrutiny Meeting
- 3.6. Application Tracking
- 3.7. Updating the field inspection reports
- 3.8. Generating required MIS Reports
- 3.9. Alerts, notifications through E-mail, SMS
- 3.10. Integration with payment gateway
- 3.11. Integration with WBIGS
- 3.12. Integration with QCI and NCVTMIS portal

4. Online Recruitment Management System:

- 4.1. Recruitment process management system having end to end procedure and approval mapping of recruitment of employees;
- 4.2. Online generation of Rosters (Bindu namawali) of each Institutes, Regional offices and head office for every approved posts.
- 4.3. Determining the no. of vacancies and planning to fill the vacancy as per requirement and Government orders, the education qualifications and experience required for the respective post as per the approved recruitment rules of the Directorate.
- 4.4. Requirement analysis and validation of various posts according to the respective category.
- 4.5. Vacancy listing of various post like clerk, instructors and group instructors, store superintendent, hostel superintendent, librarian etc. category wise as per bindu namawali of each Institutes, Regional offices and Head office.
- 4.6. Finalizing the planning and scheduling for online recruitment process
- 4.7. Posting job vacancy advertisement;
- 4.8. Integration with maharojgar portal;
- 4.9. Preliminary screening begins reviewing online application forms to determine which applicants have the requisite skills and qualifications matching the job vacancy.
- 4.10. Generation Of Hall Ticket For Online Examination
- 4.11. If the applicant has the basic qualifications that is needed. The selection process consists of a number of activities like:
- 4.12. Conduction Of Online Examination

- 4.13. Online Exam based on objective type General test of 200/120 marks which has minimum 45% requirement of score for further process eligibility (the examination shall have option for negative marking scheme of 1/4th marks less for each wrong questions).
- 4.14. Preparation Of Select List Of Candidates Based On Written Test Examination:
- 4.15. After successfully passing the general/written test the candidate is eligible for Proficiency test and Practical test/ skill test.
- 4.16. Conduction of Skill Test-After successfully clearing of proficiency and practical test, the candidates is eligible for personal interview and then as per his merit the candidate selection process is completed.
- 4.17. The candidate is given the appointment letter for joining the service within specified period mentioned in the order.
- 4.18. After joining the office the employee should fill the “employee e- profile” and a unique employee code is to be generated for further correspondences.
- 4.19. Employee’s “e-service book” is to be maintained.
- 4.20. Shall be integrated with HRM system
- 4.21. Alerts, notifications through E-mail, SMS
- 4.22. Integration with payment gateway
- 4.23. Integration with WBIGS

5. Vendor Management System:

- 5.1. Registration of Vendors
- 5.2. Creation of Vendor Profile
- 5.3. Mapping of Equipment’s and Machinery of original equipment manufacturer
- 5.4. Uploading of Brochure, Literature, General and specific technical specifications
- 5.5. Uploading of last three years financial turnover and past performance
- 5.6. Status of defaulter declared by any state govt. or any central govt. departments
- 5.7. Field Inspections,
- 5.8. Approval of applications,
- 5.9. Notification of registration, approval / rejection,
- 5.10. De-activation of applications/applicants,
- 5.11. Suspension of applicants, Re-activation of applicants,
- 5.12. Planning, execution, management, monitoring etc.
- 5.13. Shall be integrated with HRM system
- 5.14. Alerts, notifications through E-mail, SMS
- 5.15. Integration with payment gateway
- 5.16. Integration with WBIGS portal.

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